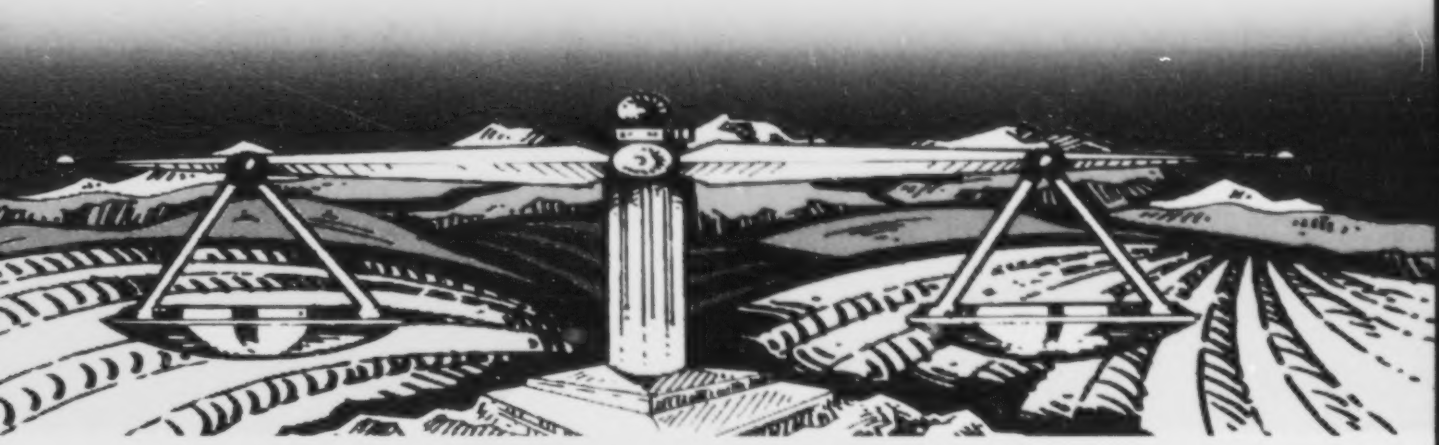
ALBERTA JUSTICE



ANNUAL REPORT

2003/04

Government of Alberta
2001 & 2002 IPAC
Gold Award
for Innovative
Management

Alberta
JUSTICE

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Public Accounts 2003-2004

Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 ministries.

The annual report of the Government of Alberta released June 29, 2004 contains the Minister of Finance's accountability statement, the consolidated financial statements of the province and a comparison of the actual performance results to desired results set out in the government's business plan, including the Measuring Up report.

This annual report of the Ministry of Justice contains the minister's accountability statement, the audited consolidated financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2004, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 8, 2004 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

Dave Hancock, Q.C.
Minister of Justice
and Attorney General

Mission and Vision

Our mission is to serve Albertans by promoting safe communities, by ensuring access to the courts and other methods of dispute resolution, by providing legal and related strategic services to the Government of Alberta, and by communicating with Albertans about the administration of justice.

Our vision is a democratic and prosperous Alberta based on respect for the law, where all Albertans are safe in their homes and communities and have confidence in the justice system, and where disputes are resolved fairly and effectively.

A Message from the Minister

I am pleased to present the ministry's annual report for 2003/04.

Alberta Justice shares the responsibility of administering the province's justice system with Alberta Solicitor General and other ministries. Together we ensure that Alberta's justice system is responsive to the needs of victims, offenders and those involved in civil or family disputes. Our focus continues to be improving access to the justice system and providing legal services to vulnerable Albertans and client ministries. To help achieve this, we continue to work with stakeholders to review programs and services to address changing needs.

This past year, Alberta Justice worked with other provinces to develop changes to the conditional sentencing provisions under the *Criminal Code of Canada*. An options paper was presented to the House of Commons Justice Committee suggesting changes to ensure those convicted of serious offences do not receive a conditional sentence instead of real time in jail. In addition, we are toughening our response to chronic drunk drivers by identifying the worst chronic drunk drivers and adding them to a flagging system. I will continue to urge the federal government to amend the *Criminal Code* and remove the conditional sentencing option for chronic drunk drivers who injure or kill innocent victims.

Making the justice system more efficient and streamlining processes remain priorities. One example is our cooperation with Alberta Government Services and stakeholders to build an Internet fine payment system to allow Albertans the convenience of paying their traffic fines online. To streamline the bail hearing process in Edmonton, a videoconferencing link was set up between the new bail hearing office and the police station. Videoconferencing equipment was also integrated into seven regional courthouses in the province as part of a pilot project as an alternative for prisoner transfers between the remand centres and the courts for routine court matters. Videoconferencing is being piloted to streamline the docket court process and improve safety for court staff, police and the public.

By providing valuable legal services to all government ministries we support the development of consistent and appropriate policy that takes into account the long-term objectives of client ministries and the government as a whole. The department has also undertaken a multi-year organizational renewal project to identify and develop projects that will improve the workplace, the efficiency and effectiveness of operations, and service delivery.

In addition to these achievements, Alberta Justice has also laid the groundwork for progress in a number of other areas.

- Through consultations with stakeholders and the public, we gathered input on how to improve the justice system, including a proposal to create a single trial court.
- In response to recommendations by the Unified Family Court Task Force, further work on the development of a family justice strategy is planned. This strategy will consider what family justice services are required and how they might be delivered province-wide.

- In our domestic violence courts in Edmonton, Calgary and Lethbridge, specialized prosecutors ensure these matters are addressed with expert knowledge and sensitivity to the cycle of violence.

- After years of discussion, construction of the integrated courthouse in Calgary is proceeding.

- A workplan is being drafted to develop the business requirements of electronic filing and the civil case management system.

- And we are protecting Albertans in the new world of the Internet with the designation of a dedicated prosecutor to combat cybercrime. The initiative is also part of our continued work on strengthening the laws with respect to child crimes including Internet luring, age of consent and child homicide.

Albertans rightfully demand and expect a lot from their justice system. We have worked hard to meet and exceed those expectations. We are confident that we will continue to create a justice system that meets the needs of Albertans both now and in the future.

Dave Hancock, Q.C.
Minister of Justice and Attorney General

Management's Responsibility for Reporting

The executives of the individual entities within the ministry have the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the ministry rests with the Minister of Justice. Under the direction of the minister, I oversee the preparation of the ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with the government's stated accounting policies.

As deputy minister, in addition to program responsibilities, I establish and maintain the ministry's financial administration and reporting functions. The ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the province under ministry administration,
- provide Executive Council, Treasury Board, the Minister of Finance and the Minister of Justice any information needed to fulfill their responsibilities, and
- facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executive of the individual entities within the ministry.

Terrence J. Matchett, Q.C.
Deputy Minister of Justice
And Deputy Attorney General
Ministry of Justice

September 8, 2004

Ministry Overview

Minister of Justice and Attorney General

- Alberta Review Board
- Fatality Review Board
- Judicial Council
- Notaries Public Review Committee
- Provincial Court Nominating Committee
- Rules of Court Committee

Deputy Minister of Justice and Deputy Attorney General

- Communications
- Court Services
  - Calgary Court Operations
  - Edmonton Court Operations
  - Regional Court Operations
  - Program Support
- Criminal Justice
  - Appeals
  - General Prosecutions
  - Management and Leadership Services
  - Special Prosecutions
- Legal Services
  - Civil Law
  - Legislative Counsel
  - Medical Examiner
  - Public Trustee
- Maintenance Enforcement
  - Client Services
  - Collections
  - Program Support
- Policy Secretariat
- Strategic Human Resource Services
- Strategic Services
  - Strategic Management Services
  - Financial Services
  - Strategic Business Services

Ministry Overview

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  - Collections
  - Program Support
- Policy Secretariat
- Strategic Human Resource Services
- Strategic Services
  - Strategic Management Services
  - Financial Services
  - Strategic Business Services

Boards, Agencies and Committees

ALBERTA REVIEW BOARD

The Alberta Review Board makes or reviews dispositions concerning any accused person for whom a verdict of "not criminally responsible because of mental disorder" or "unfit to stand trial" is rendered, according to the provisions of the *Criminal Code of Canada*. The board also has the responsibility for determining whether a person should be subject to a detention order or conditional discharge or be granted an absolute discharge. The board's nine members are appointed by the lieutenant governor in council.

The Hounourable Judge M. Stevens-Guille - Chair
Telephone: (780) 422-5994; Fax: (780) 427-1762

FATALITY REVIEW BOARD

The Fatality Review Board is responsible for reviewing certain deaths investigated by the Medical Examiner's Office and recommending to the Minister of Justice and Attorney General whether a public fatality inquiry should be held. The board is appointed by the lieutenant governor in council and is composed of a lawyer, a physician and a layperson. The chief medical examiner is also a member of the board, but cannot vote on any matter before it. Cases reviewed by the board generally include accidental deaths (where recommendations could be made at a public fatality inquiry for the prevention of similar deaths in the future), cases where the cause and manner of death remain undetermined after a complete investigation, and deaths of individuals who are in police custody, in prison, certified under the *Mental Health Act*, or under the director of Child Welfare's guardianship or in the director's custody.

D. Colley-Urquhart - Chair
Telephone: (403) 297-8123; (403) 297-3429

THE JUDICIAL COUNCIL

The Judicial Council screens individuals to determine if they are qualified for appointment to the Provincial Court of Alberta. The council is granted jurisdiction to deal with complaints against masters, provincial court judges and justices of the peace. The Minister of Justice appoints two members of this council. The remaining four members are designated under the *Judicature Act*.

The Honourable E. Walter - Chief Judge of the Provincial Court of Alberta
Telephone: (780) 427-6330; Fax: (780) 427-2077

NOTARIES PUBLIC REVIEW COMMITTEE

The Notaries Public Review Committee advises the Minister of Justice on appointments of lay notaries public. The committee consists of a member of the Law Society of Alberta, a member of the business community and a member of the ministry, who is the secretary. All are appointed by ministerial order under the *Government Organization Act*. The committee reviews applications for appointment and then provides recommendations to the Minister of Justice.

I. Kay, Q.C. - Chair
Telephone: (780) 427-5069; Fax: (780) 427-6821

PROVINCIAL COURT NOMINATING COMMITTEE

The Provincial Court Nominating Committee provides recommendations to the Minister of Justice on the appointment of individuals to the Provincial Court of Alberta. The committee members are appointed by the Minister of Justice.

Administration Office
Telephone: (780) 422-9625; Fax: (780) 422-6613

RULES OF COURT COMMITTEE

The Rules of Court Committee makes recommendations to the Minister of Justice on amendments to the Rules of Court made under the *Court of Appeal Act*, the *Court of Queen's Bench Act* or any other act. The committee consists of six members: the chief justice of Alberta or designate, the chief justice of the Court of Queen's Bench or designate, the chief judge of the Provincial Court of Alberta or designate, two members appointed by the Minister of Justice on recommendation of the Law Society of Alberta, and one member appointed by the Minister of Justice.

The Honourable Mr. J. Cote - Chair
R. Maybank, Q.C. - Secretary
Telephone: (780) 427-4992; Fax (780) 422-6613

Department of Justice

COMMUNICATIONS

As assigned from the Public Affairs Bureau, the Communications Division provides advice to the department and the minister on strategic communications, issues management and public relations. The Communications Division also leads public legal education initiatives on behalf of the department.

M. Shields - Director
Telephone: (780) 427-8530; Fax: (780) 422-7363
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COURT SERVICES DIVISION

Court Services provides administrative, planning and technical support to Alberta's three courts: the Court of Appeal of Alberta (in two locations), the Court of Queen's Bench (in 13 locations) and the Provincial Court of Alberta (in 75 locations). Staff are located in 21 centres and the courts circuit to an additional 54 locations.

The three courts maintain all court records and accept a wide variety of documents for filing from the public, lawyers, law enforcement agencies and other government departments. Employees record all court proceedings, swear in or affirm witnesses and interpreters, mark and ensure the safekeeping of exhibits, process fines and other payments into court, perform searches, and provide general assistance to lawyers and the public.

Court Services develops strategies to provide access to a broad range of justice services including mediation and other appropriate dispute resolution mechanisms.

Court Services also operates law libraries to provide legal information to judges, Crown prosecutors, defence counsel and the public.

B. Hookenson - Assistant Deputy Minister
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E-mail: barb.hookenson@gov.ab.ca

CRIMINAL JUSTICE DIVISION

Criminal Justice prosecutes all offences under the *Criminal Code of Canada*, the *Youth Criminal Justice Act* and the provincial statutes in all the courts of the province and the Supreme Court of Canada. This work includes, but is not limited to, homicide, assault (sexual, aggravated), impaired driving, break and enter, theft and fraud, speeding and other driving offences, but excludes adult drug offences. Criminal Justice works with justice system stakeholders and the community to promote safe communities and implement alternative approaches to the administration of justice.

The division is divided into four branches. The first, Management and Leadership Services, provides direct service to the minister and executive management and is responsible for leading policy and planning initiatives within the division and for coordinating these activities with other stakeholders. The Appeals Branch is responsible for criminal appeals to the Court of Appeal and the Supreme Court of Canada and provides legal and strategic advice with respect to legislation impacting the Criminal Justice Division. Special Prosecutions provides specialized prosecutorial services in areas of organized crime, significant commercial or corporate crime or crimes committed against government. General Prosecutions is responsible for all cases apart from those assigned to the other branches.

K. Tjosvold, Q.C. - Assistant Deputy Minister
Telephone: (780) 427-5046; Fax: (780) 422-9639
E-mail: ken.tjosvold@gov.ab.ca

LEGAL SERVICES DIVISION

The Legal Services Division is responsible for all civil legal services.

Civil Law provides legal and related strategic services to all government ministries and represents them in matters before the courts and tribunals. Its Constitutional and Aboriginal Law Branch provides specialized advice to the government concerning constitutional and aboriginal matters. The Legal Research and Analysis Branch provides advice on legislative policy.

Legislative Counsel Office is responsible for drafting government bills, regulations and Orders in Council. This office also works with the Queen's Printer to make the laws of Alberta available to the public.

The Medical Examiner's Office investigates all unexplained natural deaths and unnatural deaths in Alberta under authority of the *Fatality Inquiries Act*. The medical examiner's findings are used to assist in resolving civil and criminal law matters that often arise after a death. The Fatality Review Board reviews cases investigated by the Medical Examiner's Office and recommends to the Minister of Justice in which cases a public fatality inquiry should be held. These inquiries are held before a Provincial Court judge.

The Public Trustee, acting under the *Public Trustee Act*, protects the financial interests of vulnerable Albertans by administering the estates of dependent adults, decedents and minors.

P. Hartman - Assistant Deputy Minister
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P. Pagano - Chief Legislative Counsel
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E-mail: peter.pagano@gov.ab.ca

G. Dowling - Chief Medical Examiner
Telephone: (780) 427-4987; Fax: (780) 422-1265
E-mail: graeme.dowling@gov.ab.ca

J. Klinck - Public Trustee
Telephone: (780) 422-3141; Fax: (780) 422-9136
E-mail: jack.klinck@gov.ab.ca

MAINTENANCE ENFORCEMENT PROGRAM

The Maintenance Enforcement Program (MEP) ensures that individuals meet their obligations to pay spousal and child support under the terms of their court orders and certain agreements. Once an order or agreement has been registered with MEP, maintenance payments that the debtor (payor) would normally remit directly to the creditor (recipient) are sent to MEP. MEP then forwards the payment to the creditor once the funds have cleared through a trust account.

In cases of default, or non-payment by the debtor, MEP has the legislative authority to take steps to enforce the support owed. These enforcement tools include registrations at the Land Titles Registry and the Personal Property Registry; wage, non-wage and federal garnishees; federal licence (passport) denials; motor vehicle registry restrictions and driver's licence cancellations; registration at the credit bureau and compelling attendance at default court hearings. MEP also has access to a variety of databases to assist in locating a debtor or a debtor's assets or income.

There are over 96,000 creditors and debtors and over 63,000 children registered with MEP.

M. da Costa - Executive Director
Telephone: (780) 401-7500; Fax: (780) 401-7515
E-mail: manuel.dacosta@gov.ab.ca

STRATEGIC HUMAN RESOURCE SERVICES

Strategic Human Resource Services provides strategic direction and consultation in the areas of employee/labour relations, staffing, classification, organizational design and change, job evaluation, performance planning, training and development, employee programs, leadership capacity, Occupational Health and Safety, and health and wellness initiatives.

The division supports the achievement of cross-government and corporate human resource plans and strategies.

S. Perras - Executive Director
Telephone: (780) 427-9617; Fax: (780) 422-9639
E-mail: shirley.perras@gov.ab.ca

STRATEGIC SERVICES DIVISION

The Strategic Services Division provides strategic information, tools and processes to achieve the department's goals and enhance its effectiveness. The division provides professional services and strategic advice on matters related to cross-government initiatives, business planning and performance measurement, financial management, accounting and reporting, information technology management and strategy, *Freedom of Information and Protection of Privacy* administration, business resumption and capital planning. The division also provides these strategic services to Alberta Solicitor General.

The division also manages provincial programs on behalf of Alberta Justice, including the Motor Vehicle Accident Claims program, a *Criminal Code* fines enforcement program, and the Aboriginal Family and Criminal Court Worker programs.

D. Mercer - Assistant Deputy Minister
Telephone: (780) 427-3301; Fax: (780) 427-9639
E-mail: dan.mercer@gov.ab.ca

POLICY SECRETARIAT

The Policy Secretariat provides support to the ministry by providing policy coordination, development, advice and research. It works with the executive, program management and outside stakeholders to identify the fundamental principles upon which programs supporting the administration of justice are based, and the consistent course of action that will best serve the public interest.

The unit consists of professional staff, and is jointly managed by the Executive Management Committee of the ministry.

R. Petruk - Executive Director
Telephone: (780) 427-0842; Fax: (780) 422-9639
E-mail: randy.petruk@gov.ab.ca

Operational Overview

Alberta Justice had four core business functions in 2003/04:

Prosecutions: The Criminal Justice Division prosecutes all persons charged with *Criminal Code, Youth Criminal Justice Act* and provincial statute offences, and is responsible for criminal appeals to the Court of Appeal and the Supreme Court of Canada. The division promotes safe communities by working with individuals and organizations in the community to identify and implement improved and alternative approaches to the administration of criminal justice. In addition, the division develops criminal law policy for the province and supports criminal law consultation with other levels of government.

Courts: Alberta courts are presided over by an independent judiciary. There are three levels of court in the province - the Court of Appeal, the Court of Queen's Bench and the Provincial Court. The Court Services Division provides administrative support to the courts. Court Services also provides policy advice and assistance to the minister and the ministry in relation to court issues. Stakeholders of Court Services include the public, the legal profession, law enforcement services, correctional authorities and various service providers.

Legal Services to Government: Civil Law provides advice and assistance to all government ministries and represents them in matters before the courts and tribunals. Constitutional and Aboriginal Law provides specialized services to the government in constitutional and Aboriginal law matters. Legal Research and Analysis provides advice on legislative policy. The Legislative Counsel Office is responsible for drafting government public bills, regulations and Orders in Council.

Justice Services to Albertans in Need: Through its programs and services, Justice provides support and protection to vulnerable citizens, including families who depend on court-ordered maintenance payments, individuals unable to protect their financial interests, and individuals who cannot afford legal counsel.

Safe communities are a shared responsibility. We work to develop and enhance partnerships necessary to achieve results in each of these core business functions. We also strive to improve public knowledge and understanding about the justice system through education and communication strategies.

Key Factors Influencing Performance

Environmental factors include: demographics, Aboriginal justice issues, terrorism, organized crime, implications of new legislation and organizational renewal. These factors have imposed pressures on the administration of justice in a variety of ways:

Alberta's population is increasing faster than any other province, with inter-provincial migration being the primary source of growth. In Alberta and Canada the population of senior citizens, which tends to report higher levels of fear for personal safety, is growing at a considerably faster rate than other sectors of the population. At the same time, Alberta has the youngest population among all Canadian provinces and youth tend to be over-represented as both offenders and as victims of crime.

The Aboriginal population is young and the fastest growing segment of the Alberta population. A large proportion of the Aboriginal population in Canada experiences socio-economic disadvantages in comparison to non-Aboriginal Canadians. These disadvantages include lower levels of income and educational attainment, and higher levels of unemployment. Significant over-representation of Aboriginal people at all points in the justice system continues to be an issue. There is a need to develop innovative options for diversion, and most of all, to address the root causes of crime.

Since September 11, 2001 there has been increased awareness of the potential for terrorist fundraising, planning, and activity in Canada. The Government of Canada introduced a new package of anti-terrorism measures as part of its Anti-Terrorism Plan. The plan has four objectives: stop terrorists from getting into Canada and protect Canadians from terrorist acts; bring forward tools to identify, prosecute, convict and punish terrorists; prevent the Canada-US border from being held hostage by terrorists and impacting the Canadian economy; and work with the international community to bring terrorists to justice.

Organized crime is evolving and expanding, finding its way into all forms of crime - including drug trafficking, prostitution, theft, fraud, human smuggling, cyber crime as well as gang activity and street crime. All Albertans are affected, both in the direct financial impact and the social costs for individuals and their families. The challenge for the ministry continues to be the development of new strategies to better respond to the progression of organized crime.

Several significant legislative changes impact the ministry's programs and services. The *Youth Criminal Justice Act* came into force on April 1, 2003 to replace the *Young Offenders Act*. This legislation requires significant policy development in the jurisdictions in order to address the directions set for youth justice renewal, including making changes to provincial/territorial legislation. Amendments to the *Criminal Code of Canada* dealing with preliminary inquiries, plea comprehension, expert evidence, designation of counsel and electronic enhancements affect court procedure and Crown practice. *Criminal Code* amendments contain aggressive measures to fight organized crime. In partnership with other Canadian jurisdictions and other Alberta ministries, Alberta Justice continues to review procedures implemented pursuant to the *Interjurisdictional Support Orders Act*.

Alberta Justice has undertaken a multi-year organizational renewal project. The focus of the initiative is to identify, develop and complete projects that will improve the workplace environment, improve the efficiency and effectiveness of operations, build organizational capacity as well as improve service delivery, and ensure the long-term sustainability of the ministry.

Highlights - Performance at a Glance

Goal	Measure	Target	Result
Promote safe communities in Alberta	Public perception of safety in the home (pg 25)	75%	70% of Albertans feel "very safe" in their own homes.
	Public perception of safety in the neighbourhood (pg 26)	82%	79% of Albertans feel "very" to "somewhat" comfortable walking alone at night in their neighbourhood.
	Public perception of prosecution services (pg 28)	New measure	61% of Albertans have "a lot" or "some" confidence in how well crimes are prosecuted.
Work with Solicitor General to ensure victims have a more meaningful role in the criminal justice system	Client satisfaction with public assistance program (pg 31)	New measure	In Edmonton, 83% of respondents said they were satisfied with the services they received from the Public Assistance Unit. In Calgary, 90% of respondents said they were satisfied with the services they received from the Public Assistance Unit. In the regional areas, an average of 79% of respondents said they were satisfied with the services they received from the Crown Prosecutor's Office.
Provide access to justice services for Albertans in need	Client satisfaction with the services of the Public Trustee's Office (pg 34)	87%	In 2003/04, the client satisfaction rate was 90%.
	The average amount collected on Maintenance Enforcement Program files (pg 35)	$3,125	In 2003/04, an average of $3,158 per file was collected.
	Maintenance Enforcement Program: dollars received compared to dollars due (% collected) (pg 36)	80%	In 2003/04, the Maintenance Enforcement Program achieved an 80% collection rate on scheduled support and scheduled arrears payments.

Goal	Measure	Target	Result
	Client satisfaction with legal aid services (pg 37)	New measure	In 2003/04, 80% of respondents feel the service they received from the Legal Aid Society of Alberta in applying for legal aid was excellent or good.
Promote a fair and accessible civil and criminal justice system	Median elapsed time from first to last appearance (pg 42)	Below the Canadian median (81 days)	The median elapsed time from first to last appearance was 71 days. *Note: The latest data available is for 2002/03.*
	Average criminal trial lead time - youth (pg 43)	Less than 16.0 weeks	In 2003/04, Alberta's criminal trial lead time for youth was 15.7 weeks.
	Average criminal trial lead time - adult (pg 43)	Less than 16.0 weeks	In 2003/04, Alberta's criminal trial lead time for adults was 17.9 weeks.
	Provincial court civil mediation settlement rate (pg 45)	70%	In 2003/04, Alberta's provincial court civil mediation settlement rate was 61%.
To assist government ministries to achieve their objectives through provision of effective legal and related strategic services	Client satisfaction with legal services (pg 46)	82%	In 2003/04, the client satisfaction rate was 85%.
	Client satisfaction with assistance in meeting corporate goals (pg 47)	New measure	In 2003/04, the client satisfaction rate was 79%.
Improve knowledge of, and confidence in, the justice system	Public knowledge of the justice system (pg 50)	62%	65% of Albertans feel "very" or "somewhat" knowledgeable about the justice system in Alberta.
	Public confidence in the justice system (pg 51)	New measure	79% of Albertans have "a lot" or "some" confidence in the justice system in Alberta.

Summary of Key Activities

Alberta Justice's efforts for 2003/04 focused on ensuring the justice system is efficient, effective and responsive to the needs of all Albertans. Consulting with Albertans, improving access to the justice system, and maintaining safe communities were high priorities. The following summary highlights some of the key activities that occurred during 2003/04.

Public consultations

Consultation with Albertans and the legal community on a single trial court

- Alberta Justice consulted with stakeholders and Albertans to gather input on how to improve the justice system, including a proposal to create a single trial court.
- This was the first phase of a broader consultation and consisted of nine workshops held throughout the province from April 22 to May 1, 2003.
- Shortly thereafter, consultations with the legal community on justice system reform, including the idea of a single trial court, were held to obtain perspectives on issues and potential solutions. The consultations concluded in December 2003.

Program initiatives

Implementation committee struck for the Unified Family Court

- In responding to the recommendations of the Unified Family Court Task Force, further work on the development of a family justice strategy is planned.
- The family justice strategy will consider the types of services required and how they might be delivered province-wide.
- Issues such as court procedures, court administration and information technology relating to family matters will also be examined.

Conditional Sentencing options paper presented to the federal government

- Alberta Justice, in cooperation with British Columbia, Manitoba, Ontario and Nova Scotia, developed an options paper for changes to the conditional sentencing provisions under the *Criminal Code of Canada*.
- The paper was provided to the House of Commons Justice Committee, other provinces and the federal government and includes ways the provisions can be amended to ensure those convicted of serious offences do not receive a conditional sentence instead of real time in jail.
- In March 2004, the paper was updated and redistributed to all justice ministers across Canada.

Internet fine payment system

- The Alberta government, in cooperation with the Alberta Motor Association and Alberta Registry Agents Association, launched a new Internet fine payment system that allows individuals charged with traffic or parking offences to pay their tickets online.
- Users of the system can pay their tickets online using their ticket number and a credit card to complete the transaction.
- All transactions involve the same $7 registry agent service fee that is currently charged to customers who pay fines through registry agent offices.

Bail hearing office opened in Edmonton

- A videoconference link between the new bail hearing office and the police station was established and will streamline the bail hearing process, while improving safety for Justices of the Peace, court staff, police members and the public.
- The new facility allows individuals to make their bail appearance via videoconference from holding cells in the Edmonton Police Services' arrest processing unit.
- Previously, arrested individuals would be transported to the Brownlee Building for their appearance, resulting in delays between appearances, as well as safety concerns for staff, police and the public.

Calgary Courts Centre Project

- In April 2004, the government gave qualified approval to proceed with the construction of a new Calgary Courts Centre, subject to a reassessment in order to reduce the cost of the proposal.
- That assessment resulted in a decision to proceed with the building of the Calgary Courts Centre as a trial court facility using a P3-Design Build with a public financing component.

Videoconferencing in Alberta's Courts Pilot Project

- Videoconferencing equipment, using virtual technology to bring the accused into the courtroom, was integrated into seven regional courthouses as part of a pilot project.
- The regional courthouses that participated in the pilot project by being linked up to and from the Edmonton Remand Centre were Bonnyville, Camrose, Cold Lake, Leduc, St. Paul, Stony Plain, and Wetaskiwin. The project also included linking up the Calgary Young Offender Centre directly to and from the Calgary Provincial Family and Youth Court.
- The pilot was to test the substitution of video/audio links in place of physical prisoner transfers between the remand centres and the courts for routine court matters, thereby streamlining the docket court process and increasing safety for the court and all Albertans.

Alberta set to use Long-Term Offender Status for Chronic Drunk Drivers

- In December 2003, the Minister of Justice initiated a review by the Criminal Justice Division of options to deal more harshly with chronic drunk drivers.
- Department lawyers reviewed Alberta and Canadian case law, relating to the use of long-term offender (LTO) and dangerous offender (DO) applications for chronic drunk drivers.
- The review considered having the Crown make application for LTO/DO in the most serious chronic drunk driving cases that have caused death or serious bodily harm, where the offender has an extensive alcohol related driving record, and it can be established that communities cannot otherwise be adequately protected from the offender.
- Alberta Justice continues to work with Alberta Transportation and Alberta Solicitor General to identify and implement strategies that respond to impaired driving to make Alberta's roads safer.

Increasing public knowledge of the justice system

Through the Education Coordinator Project, Alberta Justice helped to increase public awareness, knowledge and education of the justice system by:

- Working with Alberta Learning and community justice partners to identify the justice-information needs of the revised Social Studies curriculum.
- Collaborating with the Faculty of Extension of the University of Alberta to develop A-link: Alberta's Law-related Information Network, a first of its kind electronic directory in Canada.
- Developing the "Education and Learning" web pages and establishing Alberta's Justice Speakers Centre.
- Expanding the Alberta Justice/Solicitor General newsletter to 1,500 external distribution points, including electronic distribution to rural media, and developing and distributing over 60,000 copies of the *Alberta's Justice System and You* brochure across the province.

Legislative and policy changes

Family Law Act

- The *Family Law Act* was passed into law in the fall sitting of the Legislature. It will be proclaimed and come into force once work on implementation is complete.
- The act consolidates provincial family law while updating it to reflect current legal practices, making it easier for Albertans to understand.
- It addresses areas such as spousal and adult interdependent partner support, child support, guardianship and parenting (formerly custody and access).
- The act is based on a comprehensive review of all provincial family law and consultation with the legal community, justice stakeholders and the public.

Maintenance Enforcement Amendment Act

- The *Maintenance Enforcement Amendment Act* was passed into law in the spring sitting of the Legislature. Most of the provisions have been proclaimed and are now in force; certain sections are awaiting proclamation.
- The act gives Alberta's Maintenance Enforcement Program additional tools to collect court-ordered maintenance on behalf of Alberta children and families.
- Amendments include the introduction of deterrent fees to encourage debtors to make appropriate payment arrangements and encourage creditors to follow proper program procedures.

Results Analysis

A Message from the Deputy Minister

The results set out in the 2003/04 Annual Report reflect the ministry's commitment to implementing innovative strategies to achieve a modern, responsive and trusted justice system in Alberta.

Our overall goal is to make Alberta the best place to live, work and visit through a justice system that supports safe and caring communities, and reflects core values such as self-reliance, personal security, and respect for the rule of law. The 2003/04 Annual Report reflects our success in achieving this outcome as well as the specific results achieved for each of our performance measures. We continue to set challenging targets for our performance measures in the critical areas of public safety and knowledge of the justice system, client satisfaction with ministry services, and effectiveness of our programs.

This annual report recognizes the role of all key partners in the continued development of our justice system and our continued focus on building and enhancing our partnerships. Ensuring the active participation of our partners is a necessary step towards proactively addressing some of the underlying social and economic issues that are associated with crime. Many of the initiatives outlined in the 2003/04 Annual Report reflect the contributions of ministry partners, including specialized court strategies, the provincial impaired driving enforcement strategy, videoconferencing, and preventative initiatives in the areas of domestic violence, Fetal Alcohol Spectrum Disorder (FASD) and mental health.

As our ministry continues to move towards becoming a more policy-driven organization, we have worked to ensure that all our strategies contribute to the overall objective of safe communities. We have established long-term priorities through our strategic business planning process that will ensure that we are focusing our efforts in areas that are most important to Albertans. Key priorities include: Aboriginal justice, terrorism and organized crime. In addition, we continue to seek opportunities to improve the effectiveness and efficiency of our programs and services through the organizational renewal implementation project. The focus of this initiative is to identify, develop and complete projects that will improve the workplace environment, improve the effeciency and effectiveness of operations, build organizational capacity as well as improve service delivery, and ensure the long-term sustainability of the ministry.

I extend my appreciation to our management team and dedicated staff for their efforts over the past year. Our success in achieving our ministry's goals and objectives is a direct result of their professionalism, commitment and creativity.

Terrence J. Matchett, Q.C.
Deputy Minister of Justice
And Deputy Attorney General
Ministry of Justice

AUDITOR
GENERAL
Alberta

Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Key Performance Measures

To the Members of the Legislative Assembly:

In connection with the Ministry of Justice's key performance measures included in the *2003-2004 Annual Report of the Ministry of Justice*, I have:

1. Agreed information from an external organization to reports from the organization.
2. Agreed information from reports that originated within the Ministry to source reports. In addition, I tested the procedures used to compile the underlying data into the source reports.
3. Checked that the presentation of results is consistent with the stated methodology.
4. Checked that the results presented are comparable to stated targets, and information presented in prior years.
5. Checked that the performance measures, as well as targets, agree to and include results for all of the measures presented in Budget 2003.

As a result of applying the above procedures, I found no exceptions. These procedures, however, do not constitute an audit and therefore I express no opinion on the key performance measures included in the *2003-2004 Annual Report of the Ministry of Justice*.

Fred J Dunn FCA
Auditor General

Edmonton, Alberta
August 11, 2004

Goals, Strategic Accomplishments and Measures

GOAL ONE Promote safe communities in Alberta

Albertans have told us through the Justice Summit in 1999 and the Future Summit in 2002 that they want peaceful communities in which they can live, work and raise families in safety and security without fear of crime or victimization. While each goal is important, virtually everything Alberta Justice does is tested against this goal.

The following section highlights the ministry's accomplishments related to the strategies identified under goal one in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- An Impaired Driving Steering Committee, including representatives from Justice, Solicitor General, Transportation and police services, approved an enforcement strategy to deal with impaired driving offences in Alberta. Alberta Transportation engaged retired RCMP Assistant Commissioner D.N. McDermid to conduct a review of the Alberta government's traffic safety programs. Recommendations generated by this review may impact coordination of strategies, setting goals and allocating resources directed toward traffic safety in the province. As part of a provincial strategy to make roads safer, the use of long-term offender (LTO) and dangerous offender (DO) applications for chronic drunk drivers was reviewed. Consideration is being given to having the Crown make application for LTO/DO in the most serious chronic drunk driving cases that have caused death or serious bodily harm, where the offender has an extensive alcohol related driving record and it can be established that communities cannot otherwise be adequately protected from the offender.

- The first Organized Crime Coordinator was appointed in 2000 under the Provincial Organized and Serious Crime Strategy. As a result of an identified need, a second Organized Crime Coordinator was appointed for northern Alberta in June 2003. These positions work closely with the police services to ensure that the legal complexities of the organized crime investigations are taken into consideration. In June, $3.5 million was dedicated to a new Integrated Response to Organized Crime (IROC). Additional prosecutorial resources are included as part of this initiative. With regard to drug prosecutions, the ministry has been discussing joint prosecutions with Justice Canada but to date, no appropriate case has been identified.

- The ministry has been working with stakeholders to identify and develop the role of provincial authorities in the fight against terrorism. As a result of new legislation and protocols, the main responsibility for any terrorism prosecution in Alberta would reside with Justice Canada (with provincial assistance if requested). Alberta Justice's dedicated organized crime prosecutors, who will have the necessary security clearances, would conduct any prosecution or provide assistance. Fortunately, no terrorism cases have ever arisen in Alberta.

- *Criminal Code* amendments related to expert evidence and electronic enhancement have been successfully implemented. Alberta Justice has been working with the judiciary in preparation for amendments that will come into force on June 1, 2004 impacting preliminary inquiry procedures. Amendments regarding child pornography are awaiting federal government proclamation.

- The *Youth Criminal Justice Act* was successfully implemented in Alberta on April 1, 2003, however, issues continue to surface with interpretation of the statute. Two cases are going before the Supreme Court of Canada that, depending on the outcomes, may impact the operation of the act. One of these cases originates from Alberta.

- Alberta Justice has been working to improve the process for protection orders under the *Protection Against Family Violence Act*, which involves training of police and court staff on how to use the protection orders. Training continued in various locations throughout the province. In addition, some initial work has taken place which will feed into the evaluation of the act being planned for 2004/05.

- The *Alternative Measures Review Committee* including representatives, from Alberta Justice, Alberta Solicitor General and police services, completed a review of the Alternative Measures Program and presented the proposed changes to the Chiefs of Police and Chief Crown Prosecutors' Committee. Considerations raised by that committee have been incorporated into a draft report that has now been circulated to the Review Committee for comment.

- Subcommittees with Alberta Justice, Solicitor General and police representation are currently working on key issues to develop common strategic direction and promote integrated business processes and systems. Through the work of the Chiefs of Police and Chief Crown Prosecutors' Committee and the Standing Committee on Prosecution and Enforcement (SCOPE) a number of key issues of mutual interest have been identified.

- With the increase in terrorist activities, organized crime, gang activities and other security concerns at court facilities there is an increasing demand for greater security at all court facilities from all court users. Based on consultations with court users, a proposal has been developed to implement court perimeter security. Alberta Justice, Alberta Infrastructure and Alberta Solicitor General are working together to develop a work plan and identify resources that will facilitate the implementation of the security proposal.

- In conjunction with Children's Services, Alberta Justice is reviewing proposals to enhance the review of pediatric deaths in Alberta.

KEY MEASURE 1
Public Perception of Safety in the Home

PERFORMANCE SUMMARY

The majority of Albertans feel safe in their own home. Respondents with annual incomes over $60,000, rural respondents and those respondents with a university education felt safest. Those feeling somewhat less safe than others included victims of crime and those from households with an income of $20,000-$30,000 annually.

KEY MEASURE

Public Perception of Safety in the Home	The results of the 2003/04 Alberta Justice and Alberta Solicitor General Public Opinion Survey indicate that 70 per cent of Albertans said they feel very safe in their own home. This is up from 69 per cent in 2003. This year's target was 75 per cent.

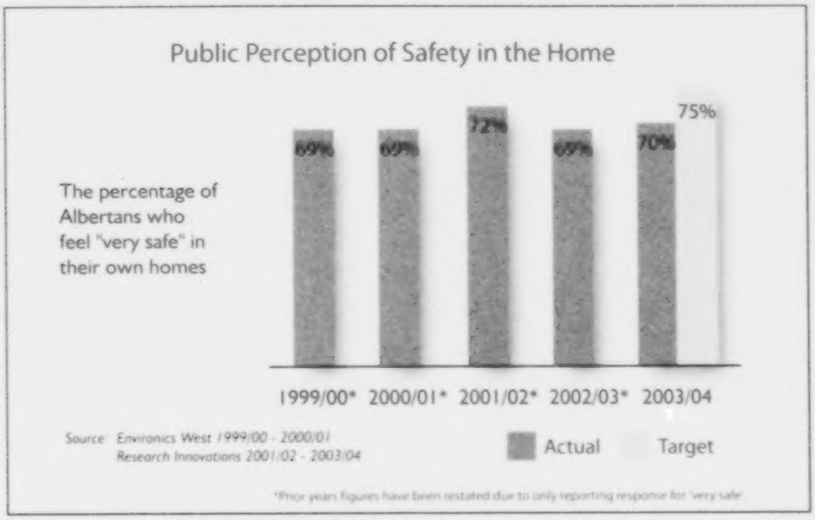
DISCUSSION AND ANALYSIS

Safety in the home measures the public's perception of the ministry's success at achieving the goal of safe communities. To be contributing members of society, Albertans must feel safe and secure in their homes and communities.

In addition to those respondents who indicated feeling very safe, 24 per cent indicated feeling somewhat safe in their own home. Although the 2003/04 result of 70 per cent does not meet this year's target, the 2003/04 result is generally in line with results of previous years.

Respondents were also asked how worried they felt about their safety from crime when alone in their home in the evening or at night. Most (71 per cent) said they were not at all worried.

In the Alberta Justice 2004-07 business plan, public perception of safety in the home will be described as the percentage of Albertans who feel "not at all worried" about their safety from crime when alone in their own homes. This new question addresses fear of crime more directly. It is also comparable with a question asked in the national General Social Survey conducted by Statistics Canada, which allows for more comparability of Alberta results with other Canadian jurisdictions.



Public Perception of Safety in the Home

The percentage of Albertans who feel "very safe" in their own homes

Source: *Environics West 1999/00 - 2000/01*
Research Innovations 2001/02 - 2003/04

*Prior years figures have been restated due to only reporting response for 'very safe'

For methodology related to this measure see page 58.

KEY MEASURE 2
Public Perception of Safety in the Neighbourhood

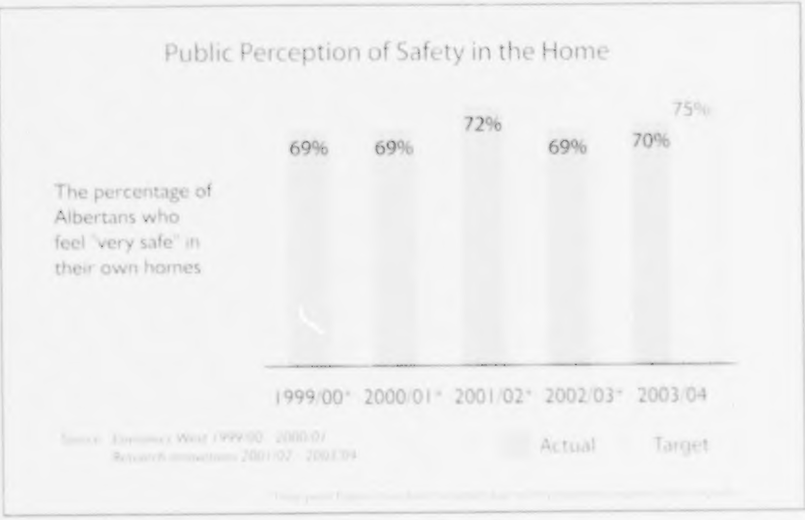
PERFORMANCE SUMMARY
Most Albertans feel comfortable walking alone at night in their neighbourhood. The respondents who felt the most comfortable were those living in rural areas, those respondents 45 to 64 years of age, those with a university education and those with incomes over $60,000. Respondents identifying lower comfort levels included those from households with under $20,000 annually, females and Albertans 65 years of age and older.

KEY MEASURE

Public Perception of Safety in the Neighbourhood	The results of the 2003/04 Alberta Justice and Alberta Solicitor General Public Opinion Survey indicate that 79 per cent of Albertans said they are very (51 per cent) or somewhat (28 per cent) comfortable walking alone at night in their neighbourhood. Although this represents an increase from the 77 per cent achieved in 2002/03, it is below this year's target of 82 per cent.

DISCUSSION AND ANALYSIS
Similar to safety in the home, safety in the neighbourhood measures the public's perception of the ministry's success at achieving our goal of safe communities.

Although the 2003/04 result of 79 per cent does not meet this year's target, the 2004 result exceeds last year's result and is generally in line with results of previous years.


Public Perception of Safety in the Home

Source: Environics West 1999/00 - 2000/01
Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 58.

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DISCUSSION AND ANALYSIS

Similar to safety in the home, safety in the neighbourhood measures the public's perception of the ministry's success at achieving our goal of safe communities.

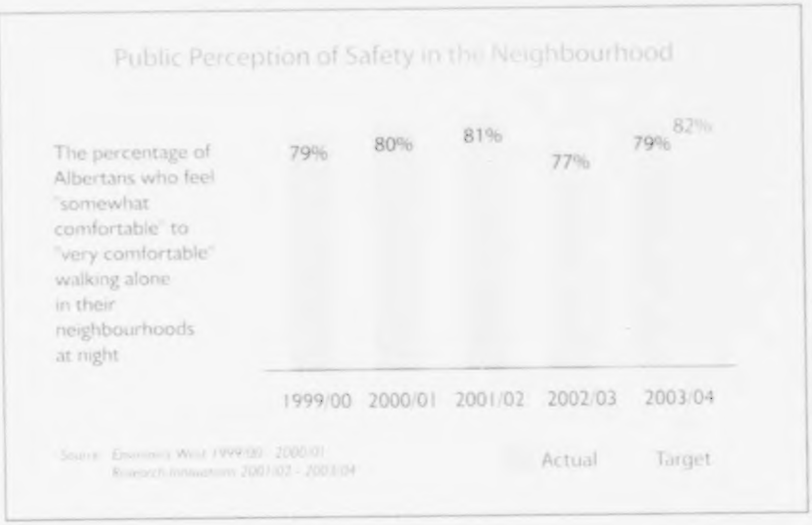
Although the 2003/04 result of 79 per cent does not meet this year's target, the 2004 result exceeds last year's result and is generally in line with results of previous years.

In addition to being asked how comfortable they are walking alone at night in their neighbourhood, respondents were also asked how safe they feel walking in their area after dark. Seventy-six per cent of respondents reported feeling very or reasonably safe.

In the Alberta Justice 2004-07 business plan, public perception of safety in the neighbourhood will be described as the percentage of Albertans who feel "reasonably safe" to "very safe" walking alone in their area after dark. This new question, which asks Albertans about their feelings of safety, is more appropriate for *Perception of Safety in the Neighbourhood* than the previously reported percentage of Albertans who felt comfortable walking alone at night in their neighbourhood. This question is also comparable with a question asked in the national General Social Survey conducted by Statistics Canada, which allows for more comparability of Alberta results with other Canadian jurisdictions.

In 2003/04, 59 per cent of respondents indicated that they believe crime in their neighbourhood has decreased or remained the same. In addition, 84 per cent feel that the amount of crime in their neighbourhood is about the same or lower than in other areas of the province.

Public perception of safety is strongly influenced by media coverage of crime and current events.



Source: Environics West 1999/00 - 2000/01
Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 58.

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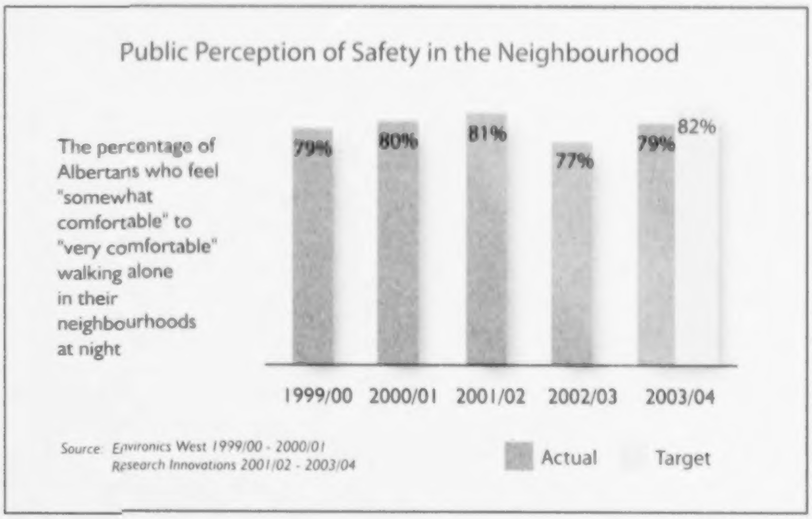
Public Perception of Safety in the Neighbourhood



Source: Environics West 1999/00 - 2000/01
Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 58.

KEY MEASURE 3

Public Perception of Prosecution Services

PERFORMANCE SUMMARY

Most Albertans have confidence in how well crimes are prosecuted. The respondents who felt the most confident were those with a university education, those respondents 18 to 24 years of age and those who are single.

KEY MEASURE

Public Perception of Prosecution Services	The results of the 2003/04 Alberta Justice and Alberta Solicitor General Public Opinion Survey indicate that 61 per cent of Albertans said they have a lot (14 per cent) or some (47 per cent) confidence in how well crimes are prosecuted. No target was established for this measure in 2003/04.

DISCUSSION AND ANALYSIS

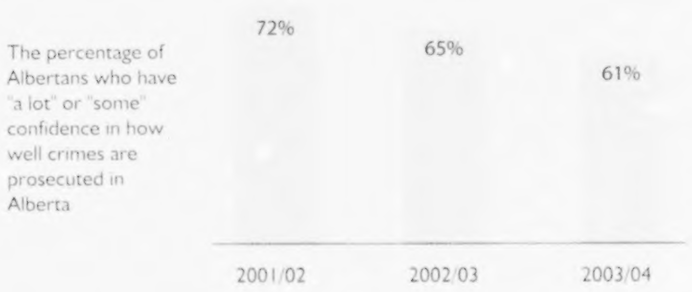
Although this measure has been utilized by the ministry in previous years for internal monitoring purposes, this is the first year that it has been included in the annual report as a key measure.

Another measure to assess the ministry's success at promoting safe communities is the confidence Albertans have in how well crimes are prosecuted. The prosecution of persons charged with *Criminal Code* and provincial statute offences is an important core business function for the ministry and plays a key role in the promotion of safe communities. The public's perception of the prosecution service influences their overall perceptions of safety.

This year's result of 61 per cent represents a decline from the 72 per cent achieved in 2001/02 and the 65 per cent achieved in 2002/03. Public perception of the prosecution service is influenced by media coverage of crime, court cases and current events. The public does not necessarily differentiate between federal and provincial prosecutions. Media coverage of either federal or provincial prosecutions at the time the public opinion survey is conducted may impact the results achieved.

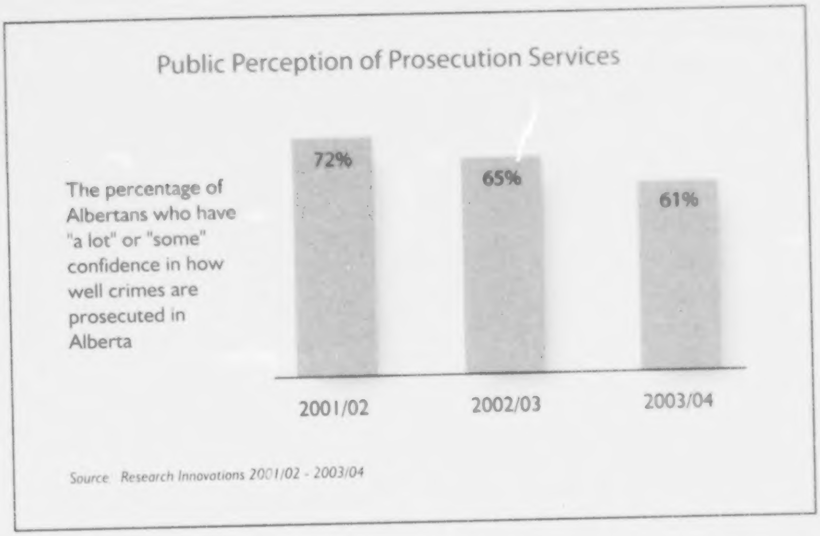
In addition to being asked how much confidence they have in how crimes are prosecuted, Albertans were also asked how knowledgeable they feel about how crimes are prosecuted. Sixty per cent of respondents indicated feeling very or somewhat knowledgeable about how crimes are prosecuted.

Public Perception of Prosecution Services



Source: Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 58.



Source: Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 58.

GOAL TWO Work with Solicitor General to ensure victims have a more meaningful role in the criminal justice system

Recognizing the needs of the victim in the criminal justice system helps restore the balance of society in a humane and fair way and is an important goal of our justice system. Alberta Justice is committed to recognizing the unique needs of victims, treating them with respect, and striving to restore their feelings of safety in the community. Alberta Justice is also committed to providing effective services to victims of crime and expanding the role of the victim in the criminal justice system.

The following section highlights the ministry's accomplishments related to the strategies identified under goal two in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- Alberta Justice provided input to the government business plan to direct the cross-ministry Alberta Children and Youth Initiative as it relates to best practices to assist child victims of crime. Child-friendly courtrooms or waiting rooms are in use in Edmonton, Medicine Hat and Fort McMurray.

- An implementation committee was established and is developing guidelines, business processes and regulations to support the implementation of the *Victims Compensation and Restitution Payment Act*.

- A plan was completed that includes an outline of the impact of the recommendations in the *Report of the Alberta Victims of Crime Consultation* and also presents proposed strategies to respond to those recommendations. This plan has been submitted for approval and is under review.

- Alberta Justice continued to provide public assistance services in Crown prosecutors offices across the province. The second client satisfaction survey of the public assistance services was completed for 2003. Client satisfaction with public assistance services varied from 79 per cent satisfied in Regional Crown offices to 90 per cent satisfied in Calgary.

- The initiative to review compensation for witnesses, jurors and interpreters was incorporated into an interdivisional witness management project as part of the department's organizational renewal project. This project is scheduled to begin in early 2004/05.

KEY MEASURE 1
Client Satisfaction with Public Assistance Program

PERFORMANCE SUMMARY
The majority of individuals who accessed the Edmonton and Calgary public assistance units or regional public assistance services were satisfied with the services they received.

KEY MEASURE

Client Satisfaction with Public Assistance Program	In Edmonton, 83 per cent of respondents indicated that they were satisfied or very satisfied with the service they received from the Public Assistance Unit. In Calgary, 90 per cent of respondents indicated that they were satisfied or very satisfied with the service they received from the Public Assistance Unit. In the regional areas, an average of 79 per cent of respondents indicated that they were satisfied or very satisfied with the service they received from the Crown Prosecutor's Office. No target was established for this measure in 2003/04.

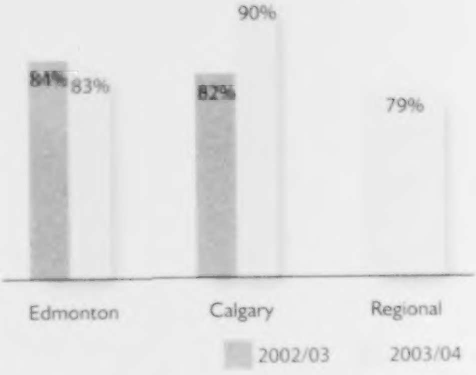
DISCUSSION AND ANALYSIS
An important way of assisting victims to have a more meaningful role in the criminal justice system is through services provided by the public assistance units in Edmonton and Calgary and by Crown prosecutor's office support staff in regional areas. Public assistance activities include: providing case specific information and general information about the criminal justice system to victims of crime, and providing a link between victims and Crown prosecutors.

The populations served by the Edmonton and Calgary public assistance units are quite different. Similar to last year, in 2003/04 the Calgary Public Assistance Unit primarily served victims of crime, while Edmonton's primary users consisted of individuals employed within the criminal justice system or other stakeholders.

Although this is the second year the client satisfaction survey was conducted, it is the first year that regional clients were included in the survey. In Calgary, overall 91 per cent of the respondents indicated that the information they were provided was easy to understand. In Edmonton, as in regional areas, 85% of respondents indicated that the information they were provided was easy to understand.

Public Satisfaction with Public Assistance Program

The percentage of clients who feel "satisfied" with the service they receive from the public assistance units in Calgary or Edmonton or from Crown prosecutors' offices in regional areas



Source: Criminal Justice Division

For methodology related to this measure see page 58.

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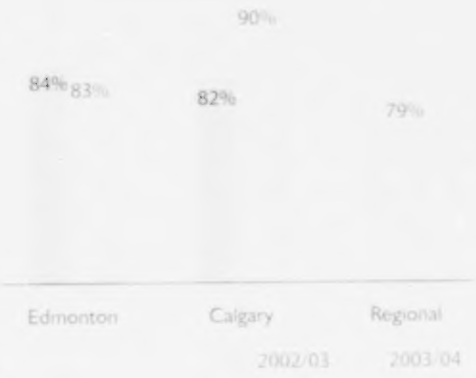


Source: Criminal Justice Division

For methodology related to this measure see page 58.

GOAL THREE Provide access to justice services for Albertans in need

Albertans require access to a broad range of justice services including services for those in need, such as legal aid, estate and trust administration services, maintenance enforcement and victim assistance. These services contribute to the preservation of a safe society for Albertans where justice prevails.

The following section highlights the ministry's accomplishments related to the strategies identified under goal three in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- In regard to criminal and young offender legal aid, a new three year (2003/04 to 2005/06) cost contribution agreement with Justice Canada has been put in place.
- The Family Law Staff Counsel Pilot Project, which began operating in 2001, continues to operate successfully and is in the process of being evaluated by an independent evaluator retained by the Legal Aid Society. The expected completion date for the evaluation is the fall of 2004.
- The revised and updated *Public Trustee Act* has received Royal Assent and regulations are being developed. Once the regulations are developed and the act is proclaimed, all interested parties will be informed of the changes and implications of the revised *Public Trustee Act*.
- Amendments to the *Maintenance Enforcement Act* were drafted to enhance enforcement tools and provide for charging certain client fees. The bill was passed during the spring 2004 session of the legislature.
- Alberta Justice has completed a major revision of the ministry web site to align it with recently established cross-government Internet standards. This enhancement improved operational efficiencies and client service for ministry programs, including the Maintenance Enforcement Program.
- The volume of new orders made under the *Interjurisdictional Support Orders Act* is increasing and procedures developed with stakeholders are operating effectively. Discussions continue with Human Resources and Employment to identify issues and solutions and to raise them with the national Co-ordinating Committee of Senior Officials Subcommittee responsible for these matters.
- The Maintenance Enforcement Program obtained approval to implement a net budgeting initiative and retain revenues arising from deterrent fees and charges, which are provided for in the amendments to the *Maintenance Enforcement Act* passed in spring, 2004. This sustainable resourcing model will improve the program's ability to provide services to its clients and enhance its ability to collect court-ordered maintenance on behalf of Alberta's children and families.
- The Maintenance Enforcement Program and the Ministry of Human Resources and Employment continued to compare file information for mutual clients to increase administrative fairness. An agreement was signed with the Ministry of Children's Services to facilitate data sharing. An electronic interface to enhance data sharing with both ministries is under review.

KEY MEASURE 1
Client Satisfaction with the Services of the Public Trustee's Office

PERFORMANCE SUMMARY
The vast majority of clients were satisfied with the services provided by the Public Trustee's Office.

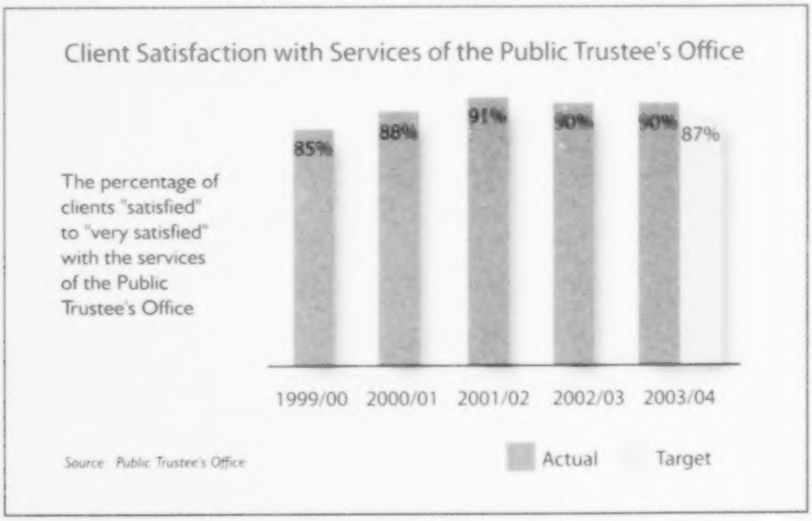
KEY MEASURE

Client Satisfaction with the Services of the Public Trustee's Office	In 2003/04, the satisfaction rate of those clients responding to the survey was 90 per cent. This is the same result that was achieved last year and exceeds this year's target of 87 per cent.

DISCUSSION AND ANALYSIS
This measure is used to monitor how well the Office of the Public Trustee provides its services, and is one measure indicating access to justice services for persons in need. The Office of the Public Trustee provides estate and trust administration services to disadvantaged Albertans. It is important to know if services are being provided in an effective manner.

This measure is a composite of responses to various questions relating to satisfaction of responsiveness and quality of services provided. It is used to monitor how well the Public Trustee's Office provides its services, to improve services to clients and to establish policies and procedures where deficiencies are noted.

More information on the activities of the Office of the Public Trustee is available in the program's annual report, which can be obtained from the Office of the Public Trustee. Contact information for the Office of the Public Trustee can be found on the Alberta Justice web site at *www.justice.gov.ab.ca/public_trustee/contact.aspx*.


Client Satisfaction with Services of the Public Trustee's Office

Source: Public Trustee's Office

For methodology related to this measure see page 59.

KEY MEASURE 1

Client Satisfaction with the Services of the Public Trustee's Office

PERFORMANCE SUMMARY

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KEY MEASURE

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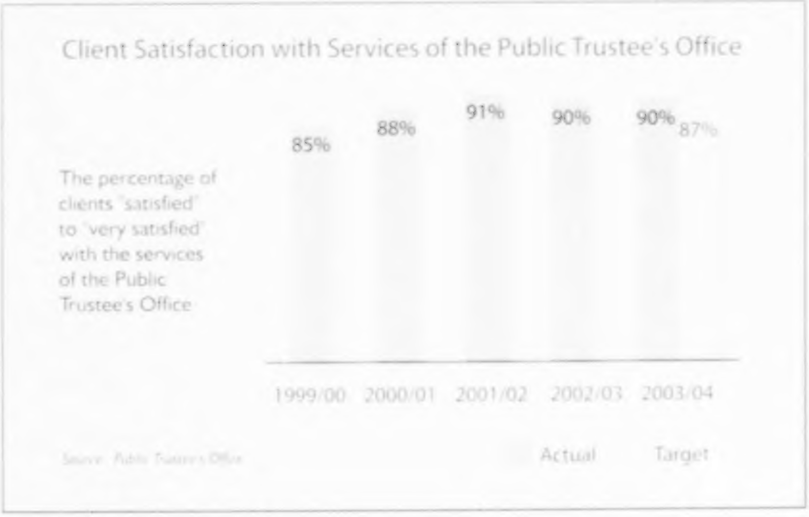


Client Satisfaction with Services of the Public Trustee's Office

Source: Public Trustee's Office

For methodology related to this measure see page 59.

KEY MEASURE 2

The Average Amount Collected on Maintenance Enforcement Program Files

PERFORMANCE SUMMARY

The Maintenance Enforcement Program collected an average $3,158 per file in 2003/04.

KEY MEASURE

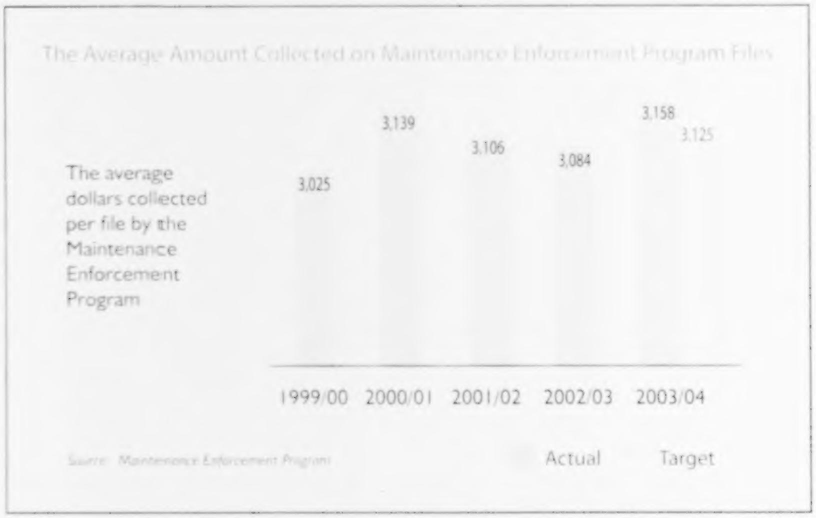
The Average Amount Collected on Maintenance Enforcement Program Files	In 2003/04, the Maintenance Enforcement Program averaged collections of $3,158 per file. This is up from $3,084 in 2002/03 and exceeds this year's target of $3,125 per file.

DISCUSSION AND ANALYSIS

This measure quantifies the fundamental service that the Maintenance Enforcement Program (MEP) provides to its clientele, namely the collection of court-ordered support payments. It measures the ministry's success in assisting Albertans in need, especially children.

GOALS, STRATEGIC ACCOMPLISHMENTS AND MEASURES

Factors outside MEP's control influence the program's success at collections. These include inaccessibility of the debtor and/or the debtor's resources, court ordered stays of enforcement, and termination of the debtor's income due to unemployment, disability or incarceration.


The Average Amount Collected on Maintenance Enforcement Program Files

Source: Maintenance Enforcement Program

For methodology related to this measure see page 60.

KEY MEASURE 2

The Average Amount Collected on Maintenance Enforcement Program Files

PERFORMANCE SUMMARY

The Maintenance Enforcement Program collected an average $3,158 per file in 2003/04.

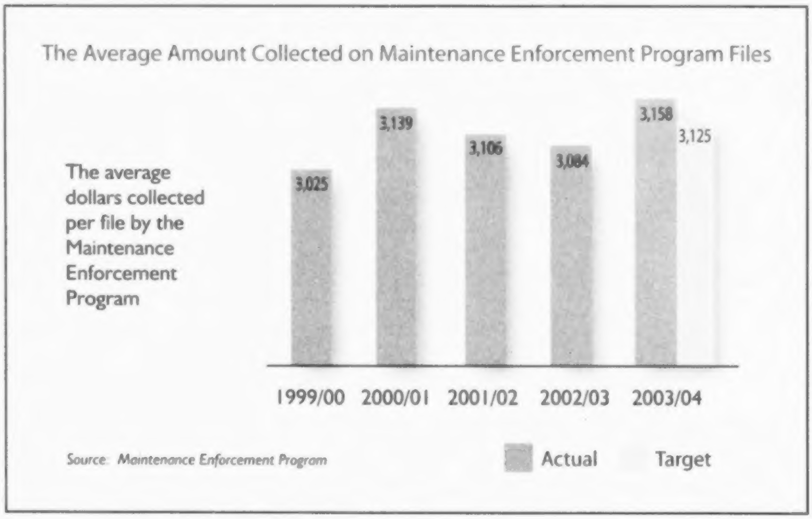
KEY MEASURE

The Average Amount Collected on Maintenance Enforcement Program Files	In 2003/04, the Maintenance Enforcement Program averaged collections of $3,158 per file. This is up from $3,084 in 2002/03 and exceeds this year's target of $3,125 per file.

DISCUSSION AND ANALYSIS

This measure quantifies the fundamental service that the Maintenance Enforcement Program (MEP) provides to its clientele, namely the collection of court-ordered support payments. It measures the ministry's success in assisting Albertans in need, especially children.

Factors outside MEP's control influence the program's success at collections. These include inaccessibility of the debtor and/or the debtor's resources, court ordered stays of enforcement, and termination of the debtor's income due to unemployment, disability or incarceration.



Source: *Maintenance Enforcement Program*

For methodology related to this measure see page 60.

KEY MEASURE 3

Maintenance Enforcement Program: Dollars Received Compared to Dollars Due (Per Cent Collected)

PERFORMANCE SUMMARY

The Maintenance Enforcement Program achieved an 80 per cent collection rate on scheduled support and scheduled arrears payments.

KEY MEASURE

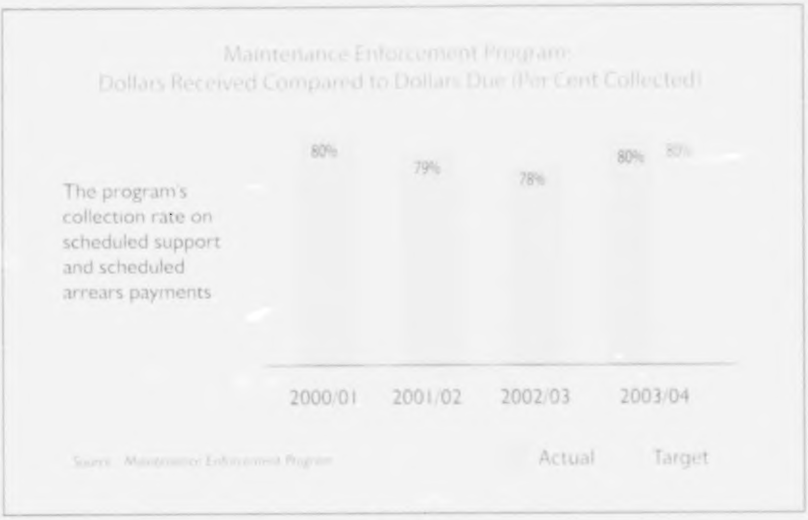
Maintenance Enforcement Program: Dollars Received Compared to Dollars Due (Per Cent Collected)	In 2003/04, the Maintenance Enforcement Program achieved an 80 per cent collection rate. This represents an increase from the 78 per cent collection rate achieved in 2002/03 and meets this year's target of 80 per cent.

DISCUSSION AND ANALYSIS

The MEP collection rate is a measure of the ministry's success in assisting Albertans in need, especially children.

Program performance met the target of 80 per cent. The program places emphasis on client service, administrative fairness and staff training to assist with voluntary compliance and, when needed, negotiated settlements of delinquent accounts. Additionally, the program has a number of legislative tools, and clear guidelines regarding their use, that are employed effectively to enforce maintenance orders and to assist in achieving compliance.

In spring 2004, the Legislative Assembly passed amendments to the *Maintenance Enforcement Act* that provided for charging deterrent fees and assessing interest on arrears. The amendments allowed the program to retain the fees and a portion of both interest and Crown collections. These new funds will supplement current funding and will be managed through a net budgeting initiative. These new resources will enhance the services provided to clients and will increase the collection of court-ordered support on behalf of Alberta's children and families.


Maintenance Enforcement Program:
Dollars Received Compared to Dollars Due (Per Cent Collected)

Source: Maintenance Enforcement Program

For methodology related to this measure see page 60.

KEY MEASURE 4

Client Satisfaction with Legal Aid Services

PERFORMANCE SUMMARY

The majority of applicants described the service they received from the Legal Aid Society of Alberta (LASA) in applying for legal aid as either excellent or good.

KEY MEASURE

Client Satisfaction with Legal Aid Services	80 per cent of respondents (recipients and non-recipients) described the service they received from the Legal Aid Society of Alberta in applying for legal aid as either excellent or good. No target was established for this measure in 2003/04.

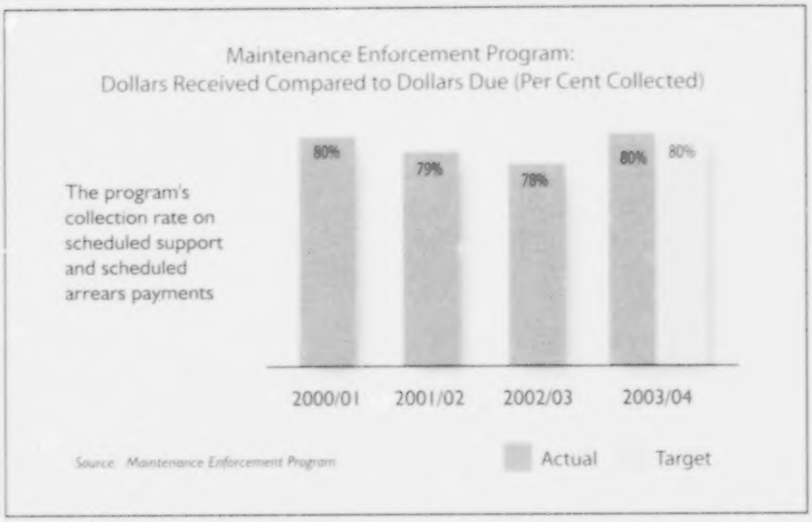
DISCUSSION AND ANALYSIS

This is a new key measure, which has only partially been developed to date. This survey dealt with the issue of client satisfaction with legal aid services in applying for legal aid. More work is being done to expand the client satisfaction survey beyond the application process to all aspects of the services provided by or through the Legal Aid Society.

Four-fifths (80 per cent) of total respondents (recipients and non-recipients) described the service they received from LASA in applying for legal aid as either excellent or good. As a group, non-recipients were more critical, with about half (49 per cent) characterizing service as excellent or good compared to 89 per cent of legal aid recipients. This difference may be influenced by non-recipients' disappointment with the denial of coverage. Seventy nine per cent of those surveyed were legal aid recipients and 21 per cent were non-recipients.

More information on the Legal Aid Program is available in the program's annual report, which can be found on the Internet at *www.legalaid.ab.ca*.

For methodology related to this measure see page 60.



Maintenance Enforcement Program:
Dollars Received Compared to Dollars Due (Per Cent Collected)

Source: Maintenance Enforcement Program

For methodology related to this measure see page 60.

KEY MEASURE 4
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DISCUSSION AND ANALYSIS
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More information on the Legal Aid Program is available in the program's annual report, which can be found on the Internet at *www.legalaid.ab.ca*.

For methodology related to this measure see page 60.

GOAL FOUR Promote a fair and accessible civil and criminal justice system

The justice system is responsible for providing the infrastructure to resolve criminal and civil disputes. This includes the provision of court resources, scheduling mechanisms, prosecutorial services and appropriate dispute resolution mechanisms. Where appropriate, mediation, judicial dispute resolution and mini-trials are used as alternatives to the traditional court process. By speeding up the process and lowering costs, these alternatives can improve access.

The following section highlights the ministry's accomplishments related to the strategies identified under goal four in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- Early Case Resolution has been implemented across the province in accordance with the Provincial Court Notice to the Legal Profession. Statistics are being manually recorded in eight locations across the province and estimates indicate that thousands of files are being resolved through Early Case Resolution. Significant numbers of police and civilian witnesses are not required to attend court and it is estimated that hundreds of hours of court time are freed up for other matters. Assistant Chief Judge J.A. Wood's Committee is continuing to monitor the implementation of Early Case Resolution.

- Following the work of the Standing Committee on Prosecution and Enforcement (SCOPE), the Chiefs of Police and Chief Crown Prosecutors' Committee approved the standard elements that must be contained in a court brief. Police services across the province are implementing the standard. Three committees are working to develop disclosure procedures that are acceptable to both the police and Crown prosecutors, taking into consideration the technical complexities of these organizations.

- An implementation plan was developed for court annexed mediation in civil matters. The implementation plan includes a Practice Note drafted by the Court of Queen's Bench to govern the operation of the mediation program and the identification of resources for this initiative. Pilot projects are expected to be implemented in Edmonton and Lethbridge in fiscal year 2004/05.

- The department continued to prepare reforms to update and consolidate existing family law to make it more accessible to Albertans. The new *Family Law Act* (Bill 45) was passed in the legislature during the 2003 fall session and received Royal Assent on December 4, 2003. The new act includes several amendments and clarifications to the provisions in the existing laws and draws them all under the new act. In the past, provincial family legislation was spread over several acts including the *Domestic Relations Act*, *Maintenance Order Act*, *Parentage and Maintenance Act*, and parts of the *Provincial Court Act*.

- In response to recommendations by the Unified Family Court Task Force, further work on the development of a family justice strategy is planned. This strategy will consider what family justice services are required and how they might be delivered province-wide. Issues such as court procedures, court administration and information technology relating to family matters will also be examined.

- The department has been examining the feasibility of expanding family mediation services throughout the province. It has been determined that the expansion is feasible, although funding is needed. As soon as the necessary funds are available, the expansion will continue.

- The department has also been working with the judiciary, other ministries and stakeholders to make the family court system more user-friendly and easier to understand. At the operational level, there has been ongoing interface between various family justice programs, such as Parenting After Separation Seminars, and the program stakeholders, such as community agencies that deliver programs and lawyers who refer clients. At the planning level the relevant stakeholders were routinely consulted on initiatives, such as the implementation of the *Child Welfare Act* amendments, which involved the judiciary and Alberta Children's Services, among others.

- Appropriate clients were referred to the Maintenance Enforcement Program's case conferencing initiative, however identifying files that met admission criteria was challenging. While some benefits accrued from this initiative, it has been determined that issues relating to child access and the payment of support should occur earlier in the process of drafting orders.

- An inventory of the Crown involvement in Aboriginal community initiatives was developed.

- Phase III Training for Crown prosecutors was held from February 23 to 25, 2004 at Nakoda Lodge. This training program blended legal issues related to prosecutions involving Aboriginal people from such cases as Labelle, Gladue and Wells, with Aboriginal awareness and spirituality. The majority of participants found the training informative and relevant to their prosecutorial responsibilities.

- Under the direction of the Tsuu T'ina Nation Evaluation Subcommittee, external consultants completed an evaluation of the Tsuu T'ina First Nation Court and Peacemaking System. The Evaluation Report outlines the operation of the court and peacemaking system, provides an analysis of available data, outlines findings and makes a number of recommendations. Generally, the evaluation concludes that the court and peacemaking system are having a positive influence on the Tsuu T'ina community.

- The Aboriginal Court Worker program, which is cost-shared with the Government of Canada, provided Aboriginal people with culturally appropriate, reliable assistance including counseling in relation to court procedure, rights under the law, and the availability of legal aid and other resources. Alberta Justice has initiated a review of the program to ensure that it remains consistent with community needs and the core businesses of the ministry and government.

- Following a competitive process led by Infrastructure, a consortium led by GCK was chosen to undertake the Calgary Courts Centre project as a P3, subject to contractual agreement. On April 20, 2004, the government gave qualified approval to proceed with the construction of a new Calgary Courts Centre, subject to a reassessment of the program in order to reduce the cost of the proposal presented to Treasury Board on March 30, 2004. That assessment resulted in a decision to proceed with the building of the Calgary Courts Centre as a trial court facility using a P3-Design Build with a public financing component.

- Following the appointment of a new assistant deputy minister in January 2004, the Court Services Division began to develop a long-term accomodation plan for facilities.

- After explorations with the federal government, Alberta Justice engaged a consultant to explore the possibility of implementing a unified trial court in Alberta. The consultant is currently preparing a report on their findings regarding consultations with the legal community and the judiciary. The final report will be forwarded to the minister after feedback from the participants is obtained.

- Alberta Justice is represented on the committees that have been established to explore the opening of drug courts in Edmonton and Calgary. Specialized domestic violence courts are operating in Edmonton, Calgary and most recently Lethbridge, with specialized domestic violence prosecutors to ensure that these matters are addressed with expert knowledge and sensitivity to the cycle of violence.

- The Provincial Court civil claims limit was raised in November 2002, from $7,500 to $25,000, to allow litigants with higher claims to commence actions in Provincial Court. Although a review of the increase was initially planned for 2003/04, the review will be conducted in 2004/05 as the public is only now becoming aware of the increased limit.

- With Alberta Justice as one sponsor, the Alberta Law Reform Institute has spearheaded a project to re-write the Rules of Court to reduce complexity and make them more user-friendly for litigants and the bar. The majority of consultations have been completed.

- As part of its organizational renewal initiative, the department has undertaken several projects, which involve reviews of internal administrative court processes including Court of Queen's Bench Criminal, Provincial Court Criminal, Provincial Court Civil and Transcript Management. This project is in the assessment phase and once complete will recommend appropriate changes and implementation options.

- Class Action Legislation was passed during the 2003 spring session of the legislature. A number of amendments were made during the 2003 fall session and the *Class Proceedings Act* came into force on April 1, 2004. The legislation increases a person's ability to access the justice system by allowing them to pursue claims collectively that they would probably not have been able to afford to pursue individually.

- The feasibility of recovering additional revenue from corporations for lengthy civil trials was raised at Standing Policy Committee and the department was asked to explore the issue further. The department undertook a study and recommended no further fee increases be implemented.

- The strategy to address increased traffic ticket and bylaw volumes, including the payment of tickets on the Internet, was implemented on March 1, 2004. Consultations with Crown have been set to determine if expansion of First Appearance Centres is viable. Legislative amendments to provide for electronic tickets were given Royal Assent in March 2004.

- The department has been exploring the use of technology to improve access to the court system. Primarily, the department has been reviewing video conferencing and electronic filing initiatives:
  - A video conferencing pilot project, which included Edmonton Remand Centre, the Calgary Young Offenders Centre and seven regional court locations, officially began on January 20, 2004.
  - At the end of 2003, Court Services Division ran a series of workshops with future users of the proposed Civil Case Management System (CCMS). This system would replace the aging CASES system and support electronic filing of documents, case management and case flow management as well as court scheduling, financial management, jury management and management information reporting. There was significant interest in the project from the judiciary, private lawyers, and Court Services staff. In March 2004, IBM completed a business case analysis of the proposed CCMS.

- An organizational renewal project has been established to examine the way property is prepared for court, who is responsible for deciding which exhibits are entered in court and what causes them to make that decision. Once the assessment of court exhibits has been completed, future alternatives, recommendations and a cost/benefit analysis will follow.

KEY MEASURE 1
Median Elapsed Time from First to Last Appearance

PERFORMANCE SUMMARY
In 2002/03, Alberta's median elapsed time from first to last appearance was 71 days for provincial court.

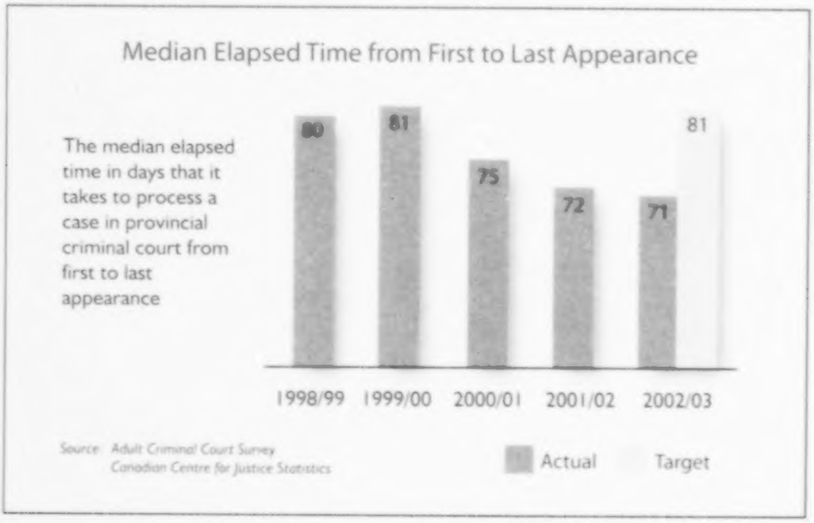
KEY MEASURE

Median Elapsed Time from First to Last Appearance	The most recent data available is for 2002/03, and indicates that the median elapsed time from first to last appearance is 71 days for provincial court. The ministry exceeded our target for that year, which was to meet the Canadian median of 81 days. For the previous year (2001/02), the median elapsed time in Alberta was 72 days.

DISCUSSION AND ANALYSIS
The ministry must ensure that Albertans are provided with access to the courts in a reasonable amount of time.

Median elapsed time from first to last appearance represents the midpoint in the time elapsed between the first and last appearance for all cases processed in provincial court.

The combination of early case resolution initiatives and 230 fewer cases from 59,478 cases in 2001/02 resulted in the lower median elapsed time.



Median Elapsed Time from First to Last Appearance

Source: Adult Criminal Court Survey
Canadian Centre for Justice Statistics

For methodology related to this measure see page 61.

KEY MEASURE 1

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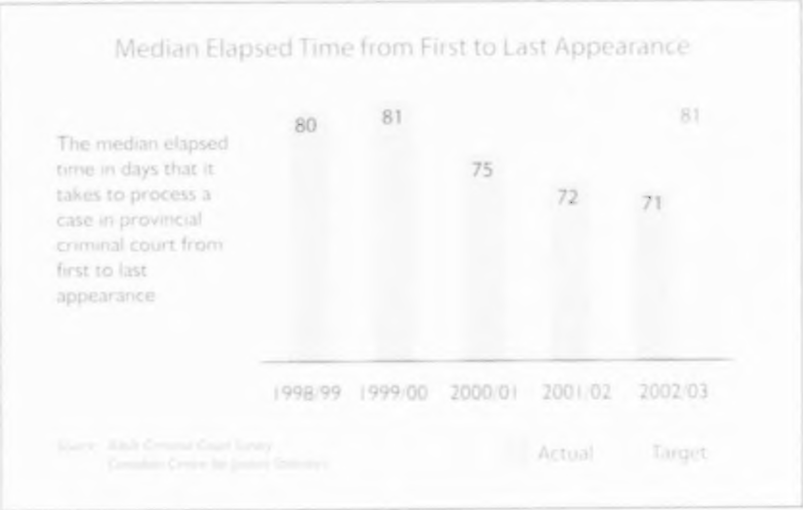


Median Elapsed Time from First to Last Appearance

Source: Adult Criminal Court Survey
Canadian Centre for Justice Statistics

For methodology related to this measure see page 61.

KEY MEASURE 2
Average Criminal Trial Lead Time - Youth

PERFORMANCE SUMMARY
In 2003/04, Alberta's average criminal trial lead time for youth was 15.7 weeks.

KEY MEASURE

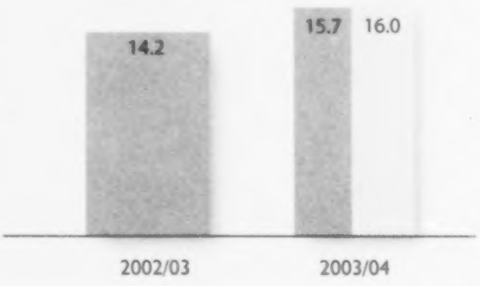
Average Criminal Trial Lead Time - Youth	In 2003/04, Alberta's average criminal trial lead time for youth was 15.7 weeks. This represents an increase from the 14.2 weeks achieved in 2002/03. The measure met the target of less than 16.0 weeks.

DISCUSSION AND ANALYSIS
Although this measure has been utilized by the ministry in previous years for internal monitoring purposes, this is the first year that it has been included in the annual report as a key measure.

This is a direct measure of case processing in provincial family and youth court. Based on legal precedence, the ministry must ensure there is access to the courts in a reasonable amount of time.

Average criminal trial lead time represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial date) for all youth criminal trials in all Alberta provincial courts. The ministry provides judicial, court and prosecutorial resources, however, the judiciary controls court scheduling and court dates.

Average Criminal Trial Lead Time - Youth



Average criminal trial time measures the availability of provincial criminal court. This measure is defined as the average number of weeks in the future that a trial date is available

Source: Court Services Division

For methodology related to this measure see page 61.

KEY MEASURE 3
Average Criminal Trial Lead Time - Adult

PERFORMANCE SUMMARY
In 2003/04, Alberta's average criminal trial lead time for adults was 17.9 weeks.

KEY MEASURE

Average Criminal Trial Lead Time - Adult	In 2003/04, Alberta's average criminal trial lead time for adults was 17.9 weeks. This represents an increase from the 15.5 weeks achieved in 2002/03. The target for this measure was less than 16.0 weeks.

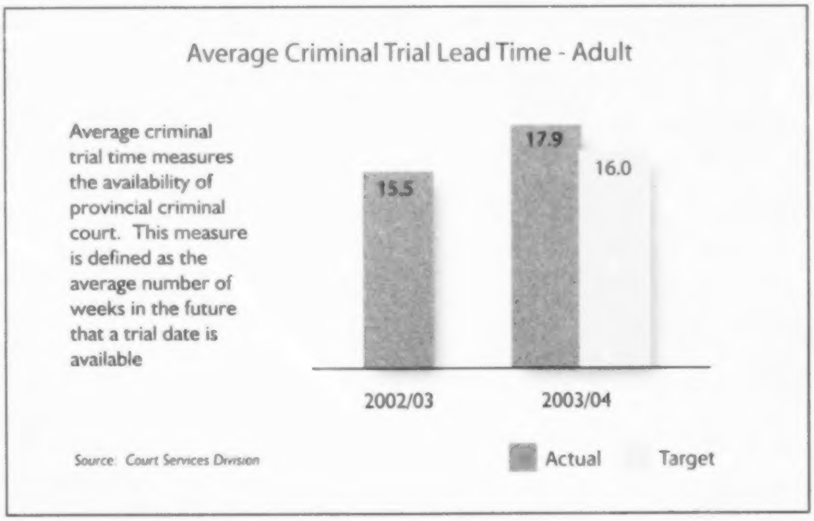
DISCUSSION AND ANALYSIS

Although this measure has been utilized by the ministry in previous years for internal monitoring purposes, this is the first year that it has been included in the annual report as a key measure.

This is a direct measure of case processing in provincial adult court. Based on legal precedence, the ministry must ensure there is access to the courts in a reasonable amount of time.

Average criminal trial lead time represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial dates) for all adult criminal trials in all Alberta provincial courts. The ministry provides judicial, court and prosecutorial resources, however, the judiciary controls court scheduling and court dates.

The lead time of 17.9 weeks is over the target of less than 16 weeks. While there was an increase of four per cent in the total number of *Criminal Code* charges province-wide, there was an increase of eight per cent in Calgary and its circuit points. This increase in *Criminal Code* charges in Calgary has had a significant impact on lead times in Calgary which, in turn has driven up provincial lead times. While lead times are up in Calgary, lead time in the rest of the province met the target. The lead time increases in Calgary are under review to identify additional factors that may be impacting the lead times. In the interim, steps have been taken to reduce the lead times and further steps will be taken once additional factors have been identified.



Average Criminal Trial Lead Time - Adult

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For methodology related to this measure see page 61.

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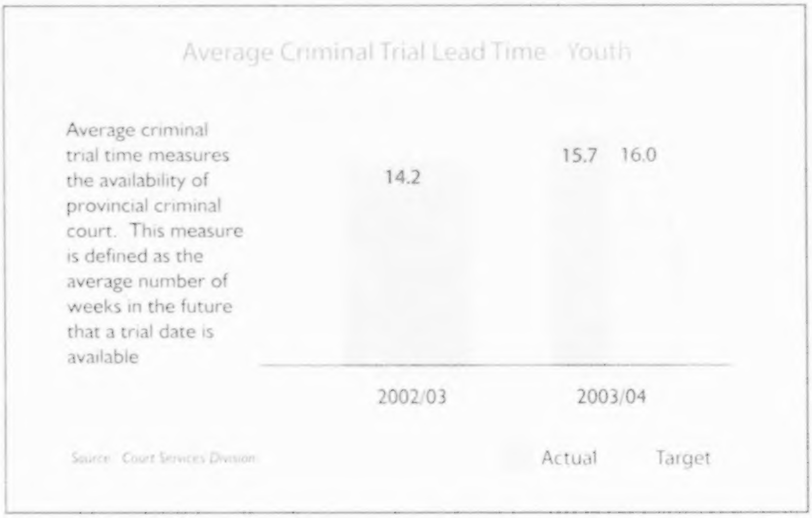
GOALS, STRATEGIC ACCOMPLISHMENTS AND MEASURES

Average criminal trial lead time represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial date) for all youth criminal trials in all Alberta provincial courts. The ministry provides judicial, court and prosecutorial resources, however, the judiciary controls court scheduling and court dates.


Average Criminal Trial Lead Time - Youth

Average criminal trial time measures the availability of provincial criminal court. This measure is defined as the average number of weeks in the future that a trial date is available

Source: Court Services Division

For methodology related to this measure see page 61.

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DISCUSSION AND ANALYSIS

Although this measure has been utilized by the ministry in previous years for internal monitoring purposes, this is the first year that it has been included in the annual report as a key measure.

This is a direct measure of case processing in provincial adult court. Based on legal precedence, the ministry must ensure there is access to the courts in a reasonable amount of time.

Average criminal trial lead time represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial dates) for all adult criminal trials in all Alberta provincial courts. The ministry provides judicial, court and prosecutorial resources, however, the judiciary controls court scheduling and court dates.

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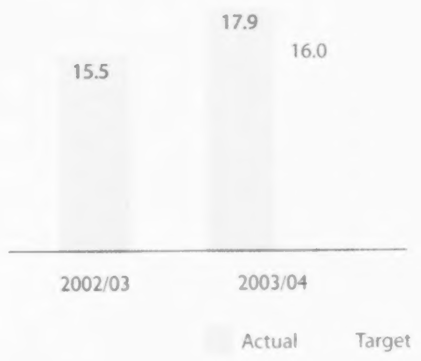
Average Criminal Trial Lead Time - Adult



Average criminal trial time measures the availability of provincial criminal court. This measure is defined as the average number of weeks in the future that a trial date is available

Source: Court Services Division

For methodology related to this measure see page 61.

KEY MEASURE 4
Provincial Court Civil Mediation Settlement Rate

PERFORMANCE SUMMARY
The 2003/04 civil mediation settlement rate was 61 per cent.

KEY MEASURE

Provincial Court Civil Mediation Settlement Rate	In 2003/04, Alberta's provincial court civil mediation settlement rate was 61 per cent. The target for this measure was 70 per cent.

DISCUSSION AND ANALYSIS
This is a new key measure.

Provincial Court civil mediation settlement rate reflects the success of the mediation program. The resolution rate is a percentage of all scheduled cases resolved. This includes cases resolved with mediation divided by the total cases mediated.

In 2003/04, Calgary's provincial court civil mediation settlement rate was 61 per cent and Edmonton's rate was 62 per cent.

A number of factors contributed to the result achieved. The increase in filing fees from $25 to $100 in April 2002 for claims up to $7500, and the increase in the Provincial Court civil claims limit to $25,000, contributed to a reduction in the number of claims that could be easily mediated. More complex cases were also introduced with the increase of the limit to $25,000. In addition, some cases have lawyers opposed to mediation or parties who are not willing to negotiate in good faith. Both of these factors are hindrances to achieving successful mediation settlements.

For methodology related to this measure see page 61.

GOAL FIVE To assist government ministries to achieve their objectives through provision of effective legal and related strategic services

The government performs a number of roles as service provider, community partner and lawmaker. These roles involve relationships with individuals, families, communities, businesses, and other governments. Effective legal services reduce the potential for conflict involving the government, and protect and advance the interests of the government. By providing strategic corporate advice, Alberta Justice can assist other ministries in achieving their policy objectives, while minimizing conflict and constitutional questions.

The following section highlights the ministry's accomplishments related to the strategies identified under goal five in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- Legal Service Protocol agreements have been developed and adjusted to the satisfaction of all client ministries. The protocol agreements help in developing an integrated framework for the delivery of legal services, maximizing the value of legal services and clarifying responsibilities for the provision of legal services.
- In addition to advising clients as to the current state of law and how the law applies to specific facts, Civil Law has enhanced their corporate counsel services to encourage legal staff to give more strategic legal advice, provide a broad perspective when giving advice and ensure that clients are fully aware of future legal implications of their activities and policies.
- Alberta Justice continues to create, lead and participate in cross ministry committees of government wide importance. Significant legal, constitutional and strategic advice has been provided to some 17 committees, dealing with the implementation of Alberta's Climate Change Plan and the Kyoto Protocol.

KEY MEASURE 1
Client Satisfaction with Legal Services

PERFORMANCE SUMMARY
The vast majority of client ministries were satisfied with the legal services provided by Alberta Justice.

KEY MEASURE

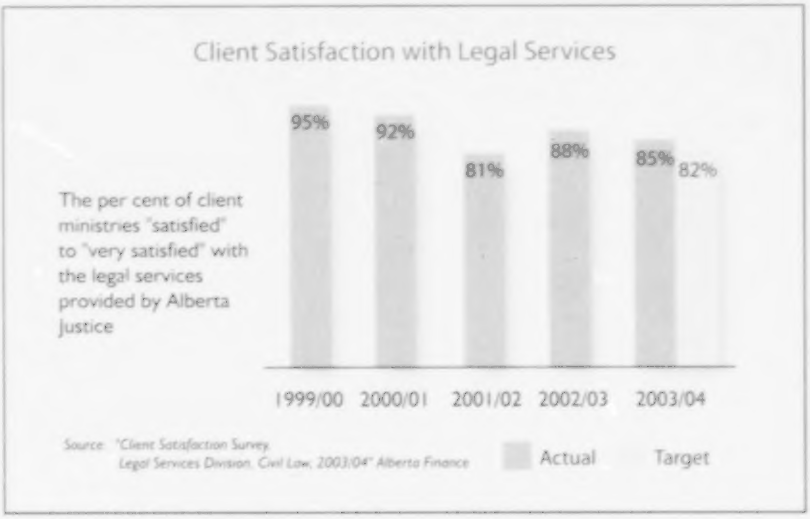
Client Satisfaction with Legal Services	85 per cent of clients surveyed responded that they were either "satisfied" or "very satisfied" with the legal services provided. Although this represents a slight decrease from the 88 per cent result in 2002/03, it exceeds this year's target of 82 per cent.

DISCUSSION AND ANALYSIS

As part of the ongoing process to ensure that the Legal Services Division - Civil Law continues to provide effective legal services, Civil Law conducts an annual client satisfaction survey. The questionnaire provides clients with the opportunity to identify whether they are satisfied with the legal services they have received.

In 2003/04, 85 per cent of all clients were either satisfied or very satisfied with civil legal services provided. This result exceeds the department's target for the year of 82 per cent. Although this year's outcome is slightly lower than the 88 per cent achieved last year, we expect that with the new legal service protocols we will be better positioned to meet the growing demands of our clients in the years to come.

The results of the survey assist Alberta Justice in assessing success at delivering effective legal services to government.


Client Satisfaction with Legal Services

Source: "Client Satisfaction Survey, Legal Services Division, Civil Law, 2003/04" Alberta Finance

For methodology related to this measure see page 62.

KEY MEASURE 2

Client Satisfaction with Assistance in Meeting Corporate Goals

PERFORMANCE SUMMARY

The vast majority of client ministries were satisfied that the legal services provided by Alberta Justice helped to achieve their department's corporate goals.

KEY MEASURE

Client Satisfaction with Assistance in Meeting Corporate Goals	79 per cent of clients surveyed responded that they were either "satisfied" or "very satisfied" with the assistance provided by the Legal Services Division in meeting corporate goals. No target was established for this measure in 2003/04.

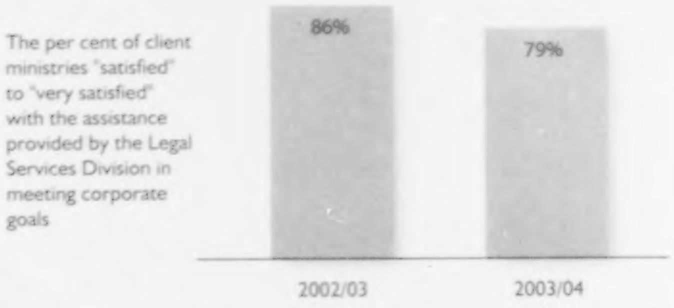
DISCUSSION AND ANALYSIS
This is a new key measure.

This measure is relevant to the goal of assisting government ministries to achieve their objectives through the provision of effective legal and related strategic services.

As part of the ongoing process to ensure that the Legal Services Division - Civil Law continues to provide effective and strategic legal services, Civil Law conducts an annual client satisfaction survey. The questionnaire provides clients with the opportunity to tell us whether they are satisfied with the legal services they have received. This measure was also developed for internal monitoring of legal services performed.

In 2003/04, 79 per cent of all clients were either satisfied or very satisfied with the assistance provided by the Legal Services Division in meeting corporate goals. This year's outcome is slightly lower than the 86 per cent achieved last year.

Client Satisfaction with Assistance in Meeting Corporate Goals



Source: "Client Satisfaction Survey: Legal Services Division, Civil Law, 2002/03" Alberta Finance

For methodology related to this measure see page 62.

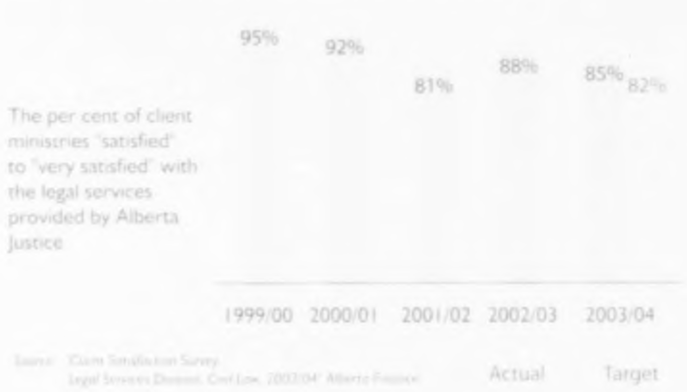
DISCUSSION AND ANALYSIS

As part of the ongoing process to ensure that the Legal Services Division - Civil Law continues to provide effective legal services, Civil Law conducts an annual client satisfaction survey. The questionnaire provides clients with the opportunity to identify whether they are satisfied with the legal services they have received.

In 2003/04, 85 per cent of all clients were either satisfied or very satisfied with civil legal services provided. This result exceeds the department's target for the year of 82 per cent. Although this year's outcome is slightly lower than the 88 per cent achieved last year, we expect that with the new legal service protocols we will be better positioned to meet the growing demands of our clients in the years to come.

The results of the survey assist Alberta Justice in assessing success at delivering effective legal services to government.

Client Satisfaction with Legal Services



Source: 'Client Satisfaction Survey, Legal Services Division, Civil Law, 2003/04' Alberta Finance

For methodology related to this measure see page 62.

KEY MEASURE 2

Client Satisfaction with Assistance in Meeting Corporate Goals

PERFORMANCE SUMMARY

The vast majority of client ministries were satisfied that the legal services provided by Alberta Justice helped to achieve their department's corporate goals.

KEY MEASURE

Client Satisfaction with Assistance in Meeting Corporate Goals	79 per cent of clients surveyed responded that they were either "satisfied" or "very satisfied" with the assistance provided by the Legal Services Division in meeting corporate goals. No target was established for this measure in 2003/04.

DISCUSSION AND ANALYSIS

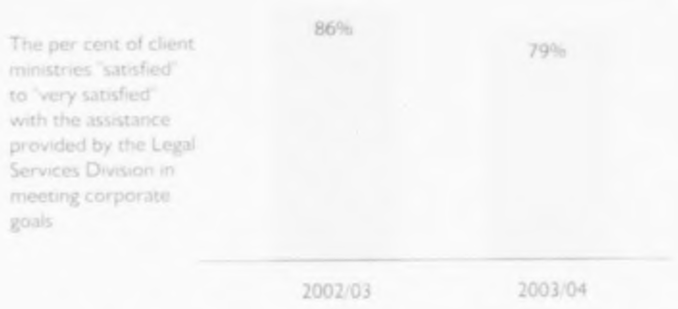
This is a new key measure.

This measure is relevant to the goal of assisting government ministries to achieve their objectives through the provision of effective legal and related strategic services.

As part of the ongoing process to ensure that the Legal Services Division - Civil Law continues to provide effective and strategic legal services, Civil Law conducts an annual client satisfaction survey. The questionnaire provides clients with the opportunity to tell us whether they are satisfied with the legal services they have received. This measure was also developed for internal monitoring of legal services performed.

In 2003/04, 79 per cent of all clients were either satisfied or very satisfied with the assistance provided by the Legal Services Division in meeting corporate goals. This year's outcome is slightly lower than the 86 per cent achieved last year.

Client Satisfaction with Assistance in Meeting Corporate Goals



Source: "Client Satisfaction Survey, Legal Services Division, Civil Law, 2002/03" Alberta Finance

For methodology related to this measure see page 62.

GOAL SIX Improve knowledge of, and confidence in, the justice system

The justice system is complex. With numerous stakeholders involved in the process, it is a continuous challenge to coordinate initiatives and to ensure effective communication to the public. Timely, coordinated, and accessible information to the public will improve the knowledge and confidence in the system.

The following section highlights the ministry's accomplishments related to the strategies identified under goal six in the 2003-06 business plan.

STRATEGIC ACCOMPLISHMENTS

- Provision of information through the Family Law Information Centre continued to help Albertans determine appropriate levels of child support under the Child Support Guidelines in a straightforward way which makes it very easy for parties to deal with their issues.

- Parenting After Separation courses, under the leadership of Alberta Justice, assist parents who are involved in the Family Court process. Through federal funding, the course is offered in 13 locations and in additional locations through community partnerships. The feedback on these sessions has been positive and these courses are seen to be beneficial to parents and children.

- Maintenance Enforcement Program staff met regularly with the Equitable Child Maintenance and Access Society (ECMAS), a client advocacy group, and the Canadian Bar Association to advise of new initiatives and clarify procedures. A communication plan for clients and stakeholders was prepared for the amendments to the *Maintenance Enforcement Act* passed in spring, 2004.

- An organizational renewal project has been undertaken to develop court information services to help increase Albertans awareness, understanding and education of the justice system as well as improved access. Self-represented litigants will have improved access to information and this may decrease the demands placed on courthouse staff. Resources such as pamphlets, web sites, videos, etc. will be helpful for all users of the justice system including victims, jurors, witnesses and persons with complaints. Other benefits will be possible cost savings and or improved methods of providing information. This organizational renewal project is currently in the assessment phase.

- Victim awareness seminars were held in Edmonton, Calgary, Vegreville/St. Paul, Peace River, Lethbridge and Medicine Hat. Evaluations from the seminars indicate that they also serve to educate victim serving agencies about the role and challenges faced by Crown prosecutors and about Crown office initiatives.

- Through the Education Coordinator Project:
  - department staff collaborated with Alberta Learning and justice partners to identify curriculum areas where justice information could be taught in Grades 3, 6, 9 and 10 of the revised Social Studies curriculum.
  - the *Education and Learning* pages on the Alberta Justice and Solicitor General web site were developed, including the addition of eight justice-related articles also distributed to community media.
  - the Grade 10 teachers' resource manual was updated and justice-related material was also posted on the *Education and Learning* web pages of the Alberta Justice and Solicitor General web site.
  - staff developed, coordinated, and promoted the Justice Education Speakers Centre to secondary and post-secondary schools.
  - the distribution of *Just-in* (a joint newsletter produced by Alberta Justice and Solicitor General) was expanded to all high schools and to rural and Aboriginal media across Alberta.
  - justice partners and staff developed and distributed over 60,000 copies of the *Alberta's Justice System and You* brochure to Albertans.
  - staff collaborated with justice partners to collect data for and to develop A-Link: Alberta's Law-related Information Network, a first of its kind electronic directory in Canada.

KEY MEASURE 1
Public Knowledge of the Justice System

PERFORMANCE SUMMARY
The majority of Albertans feel knowledgeable about the justice system in Alberta. Respondents from households earning $40,000-60,000 annually, victims and respondents aged 45-64 felt the most knowledgeable.

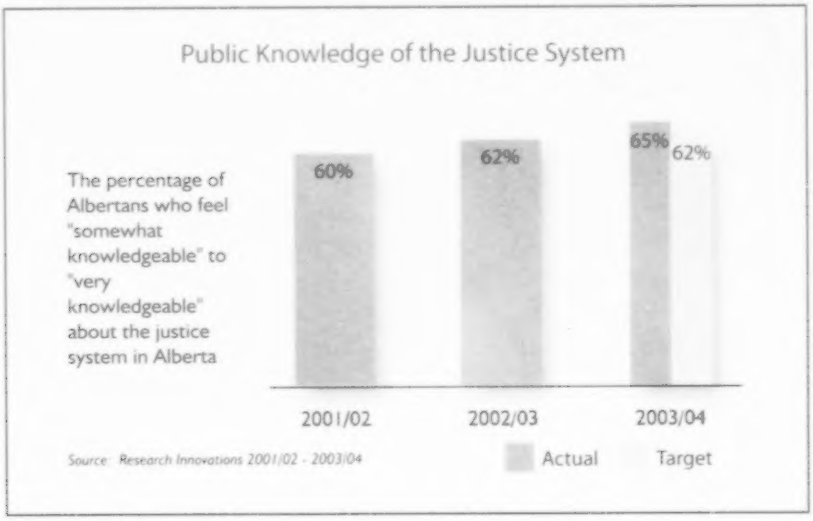
KEY MEASURE

Public Knowledge of the Justice System	The results of the 2003/04 Alberta Justice and Alberta Solicitor General Public Opinion Survey indicate that 65 per cent of Albertans said they feel very knowledgeable (7 per cent) or somewhat knowledgeable (58 per cent) about the justice system in Alberta. This represents an increase from the 62 per cent achieved in 2002/03 and exceeds this year's target of 62 per cent.

DISCUSSION AND ANALYSIS
This is a new key measure.

If Albertans are to have the ability to access the justice system and the services it provides, they must have some knowledge about the system. The results of the public opinion survey aid the ministry in determining the extent that Albertans feel knowledgeable about the justice system.

In addition to being asked how knowledgeable they feel, Albertans were also asked how interested they are in learning more about the justice system in Alberta. Most Albertans (72 per cent) said they are very (25 per cent) or somewhat (47 per cent) interested in learning more about the justice system. Seventy-nine per cent of respondents indicated interest in learning more about how fair courts are provided and how crimes are prosecuted. Seventy-four per cent of respondents indicated interest in learning more about how justice services, such as Legal Aid, Maintenance Enforcement, and the services of the Office of the Public Trustee, are provided to Albertans in need.


Public Knowledge of the Justice System

The percentage of Albertans who feel "somewhat knowledgeable" to "very knowledgeable" about the justice system in Alberta

Source: Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 62.

KEY MEASURE 2
Public Confidence in the Justice System

PERFORMANCE SUMMARY
The majority of Albertans have confidence in the justice system. The respondents who had the most confidence were those with a university education and those from smaller cities. Respondents identifying lower confidence levels than others were victims.

KEY MEASURE

Public Confidence in the Justice System	The results of the 2003/04 Alberta Justice and Alberta Solicitor General Public Opinion Survey indicate that 79 per cent of Albertans said they have a lot (17 per cent) or some confidence (62 per cent) in the justice system in Alberta. This year's result is in line with the 79 per cent achieved in 2002/03. No target was established for this measure in 2003/04.

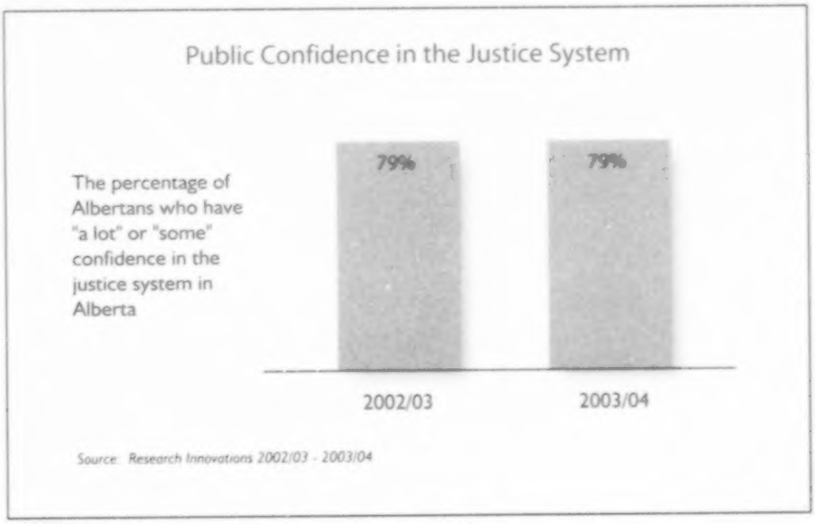
DISCUSSION AND ANALYSIS

This is a new key measure.

In addition to feeling knowledgeable, it is also important that Albertans have confidence in the justice system. The results of the public opinion survey aid the ministry in determining the extent that Albertans have confidence in the justice system.

This year's result of 79 per cent is the same as the result achieved in 2002/03. As this is the first year this measure appears in the business plan and annual report and as historical trend data was not available, no target was established.

In addition to being asked how much confidence they have in the justice system, Albertans were also asked how much confidence they have that a good job has been done over the past 12 months by Alberta Justice. Roughly three-quarters of Albertans (74 per cent) have confidence in the job that has been done by Alberta Justice and Attorney General over the past 12 months.



Public Confidence in the Justice System

Source: *Research Innovations 2002/03 - 2003/04*

For methodology related to this measure see page 62.

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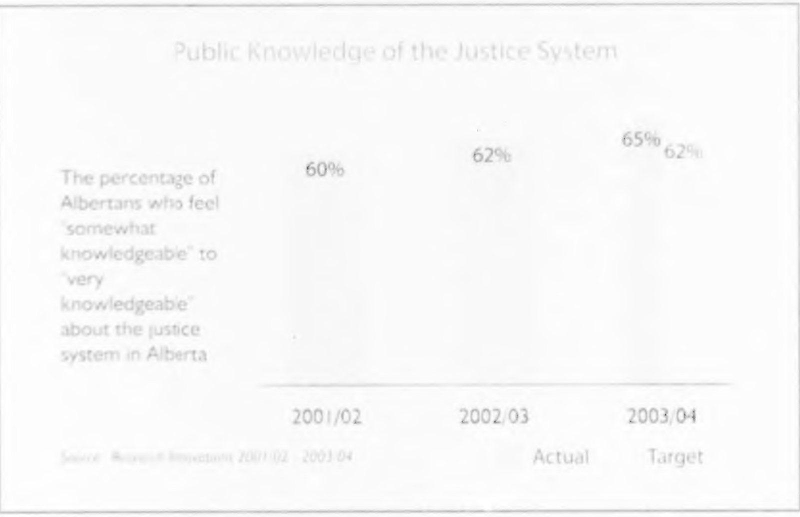
Public Knowledge of the Justice System

Source: Research Innovations 2001/02 - 2003/04

For methodology related to this measure see page 62.

KEY MEASURE 2
Public Confidence in the Justice System

PERFORMANCE SUMMARY
The majority of Albertans have confidence in the justice system. The respondents who had the most confidence were those with a university education and those from smaller cities. Respondents identifying lower confidence levels than others were victims.

KEY MEASURE

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DISCUSSION AND ANALYSIS

This is a new key measure.

In addition to feeling knowledgeable, it is also important that Albertans have confidence in the justice system. The results of the public opinion survey aid the ministry in determining the extent that Albertans have confidence in the justice system.

This year's result of 79 per cent is the same as the result achieved in 2002/03. As this is the first year this measure appears in the business plan and annual report and as historical trend data was not available, no target was established.

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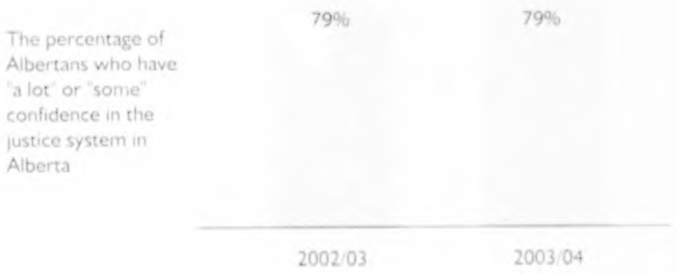
Public Confidence in the Justice System



Source: Research Innovations 2002/03 2003/04

For methodology related to this measure see page 62.

Alberta Government Priority Policy Initiatives and Key Corporate Strategies

Alberta Justice is involved in several cross-ministry initiatives and corporate strategies.

POLICY INITIATIVES AND KEY CORPORATE STRATEGIES

Aboriginal Policy Initiative

Alberta Justice is a co-champion of the Government of Alberta's cross-ministry Aboriginal Policy Initiative (API) and supports Government Business Plan Goal 5: "Aboriginal communities and people in Alberta will have improved social and economic circumstances."

The Director of the Aboriginal Justice Initiatives Unit has a lead role in supporting the API including providing support to the deputy minister and to each of the divisions in the development and achievement of API goals.

The department continues to support the API through the development of Aboriginal justice initiatives including community based court services, culturally sensitive approaches to prosecutions, programs that provide support and information to Aboriginal people involved in the justice system, and by providing legal advice and support to cross ministry working groups on land and resource related issues.

Alberta Children and Youth Initiative

To manage the ministry's participation as a partnering ministry in the Alberta Children and Youth Initiative (ACYI) Alberta Justice established an ACYI working group. The working group's role is to provide support to the ministry's representative on the ACYI coordinating committee of partnering ministries.

In addition, Alberta Justice developed an ACYI policy framework. The framework provides a policy context for children and youth justice services, and outlines how the ministry's programs and services currently support the objectives of the ACYI.

Health Sustainability Initiative

An interdepartmental committee under the lead of Alberta Health and Wellness completed the development of the Provincial Diversion Program. Pilot projects diverting individuals suffering from a mental illness who come into conflict with the law have been initiated in Calgary, Edmonton and St. Paul.

The Lethbridge Fetal Alcohol Spectrum Disorder (FASD) Justice Committee and the Lakeland FASD Adult Diagnostic Team became fully operational. Alberta Justice works with both teams when individuals who suffer from FASD come into conflict with the law. The department also participates in the FASD Cross-Ministry Committee.

Economic Development Strategy

In 2003/04 Alberta Justice contributed to two of the five Cross-Ministry Economic Development Strategy (EDS) objectives. Under the EDS objective related to implementation of the Economic Development Strategy, the ministry contributed a crime rate performance measure and target. In support of the objective related to rural development, the ministry contributed public opinion survey data on the opinions of rural Albertans related to community safety and crime.

Human Resource Strategies

The introduction of an enhanced performance management system within Alberta Justice was completed and compliance with corporate expectations will be achieved one year earlier than required. This process, along with the business planning process, ensures the management of human resources within the department is aligned with government and ministry goals and priorities. Initiatives in place to attract and retain talent include comprehensive training, mentoring and secondment programs as well as the promotion of a supportive, positive, safe work environment. Classification restructuring and collective bargaining continued as ongoing initiatives to which the ministry provides expertise as required.

Information and Communications Technology (ICT) Strategies

Alberta Justice has progressed with a number of ongoing initiatives to utilize information and communication technology to improve service delivery. Development continues on the Maintenance Enforcement Program's new information management system, which is scheduled for deployment in October 2004. The ministry's public web site was redesigned and released in early March 2004; the new user-friendly design allows users to keep up with the ministry's activities, while providing access to the full range of justice topics.

In early 2004, the ministry participated in the development and deployment of an online fine payment system to provide new service options for Albertans. Working with other ministries, a pilot project was initiated to study the increased use of videoconferencing in the court system. In preparation for the changeover of network services to SuperNet that will be ongoing in 2004 and 2005, the ministry is renewing its information and communication technology infrastructure.

Business Resumption Plan

In 2003/04, Alberta Justice focused on enhancing three areas of its Business Resumption Plan: staff education, the improvement of internal command structures and testing. In partnership with Emergency Measures Alberta and other ministries, Justice conducted tests of its plan to ensure the continued operations of essential services to Albertans in the event of a business interruption.

Regulatory Review

The ministry monitored its regulations and regulatory processes as planned. No action was necessary in 2003/04.

The Anti-Terrorism Act

The *Anti-Terrorism Act* requires the Attorney General of Alberta to publish an annual report on the operation of those parts of the act dealing with investigative hearings and recognizance with conditions.

This constitutes the annual report of the Attorney General of Alberta covering the second year of operation of the act from December 24, 2002 to December 23, 2003.

ANNUAL REPORT OF THE ATTORNEY GENERAL OF ALBERTA
DECEMBER 24, 2002 TO DECEMBER 23, 2003

I. Report on the Operation of Sections 83.28 and 83.29 (Investigative Hearing)

For the period from December 24, 2002 to December 23, 2003, the Attorney General of Alberta reports that there were no applications initiated under these sections of the *Criminal Code*. As such, there is no data to report in relation to the reporting requirements under paragraphs 83.31(1)(a) to (c) of the *Criminal Code*.

II. Report on the Operation of Section 83.3 (Recognizance with Conditions)

For the period from December 24, 2002 to December 23, 2003, the Attorney General of Alberta reports that there were no cases initiated under this section of the *Criminal Code*. As such, there is no data to report in relation to the reporting requirements in paragraphs 83.31(2)(a) to (f) of the *Criminal Code*.

Forward Looking Information

Alberta Justice continues to work on developing and improving our goals and performance measures by focusing on program and policy outcomes and aligning them with strategic priorities. We are attempting to move away from operational or output measures, and are focusing more on measuring the long-term outcomes of our goals. To this end, our 2004-07 business plan includes several changes from 2003-06, including a reduction in the number of operational performance measures.

- Goal one, *promote safe communities in Alberta*, will continue to be measured by public perception of safety in the home and neighbourhood; however, the descriptions of these measures have changed to enable a more direct comparison of Alberta results to other Canadian jurisdictions. Public perception of prosecution services has been removed as a measure under goal one.

- Under goal two, *work with Solicitor General to ensure victims have a more meaningful role in the justice system*, a target has now been established for the measure, client satisfaction with Public Assistance Program.

- Under goal three, *provide access to justice services for Albertans in need*, all performance measures remain the same as in the 2003-06 business plan with the exception of the measure, average amount collected on Maintenance Enforcement Program files. While this measure will continue to be monitored by program management, it has been removed from the 2004-07 business plan.

- Goal four, *promote a fair and accessible civil and criminal justice system*, will continue to be measured by median elapsed time from first to last appearance and provincial court civil mediation rate. The measures average criminal trial lead time for youth and for adults have been removed from the business plan.

- Goals five and six have been retained from the 2003-06 business plan but have been re-ordered. Goal five, *improve knowledge of, and confidence in the justice system*, will be measured by the percentage of Albertans who feel knowledgeable about the justice system in Alberta and the percentage of Albertans who feel confident in the justice system in Alberta. A target has now been set for public confidence in the justice system. Goal six, *assist government ministries to achieve their objectives through provision of effective legal and related strategic services*, will be measured by client satisfaction with legal services and client satisfaction with assistance in meeting corporate goals.

In addition to identifying goals and performance measures, the 2004-07 business plan identifies the ministry's strategic priorities and links them to ministry goals. The following eight strategic priorities are identified: partnerships, families, victims, Aboriginal Policy Initiative, Alberta Children and Youth Initiative, public knowledge, business and policy practices, and organized crime and terrorism.

In 2004-07, Alberta Justice will continue to build strong partnerships through work with community organizations, local government, the judiciary, other government departments, Aboriginal people, and our partners and stakeholders in policing and the legal community. We will continue to work to provide effective programs, services and supports to Alberta families, victims, children and youth. We will also continue to develop innovative approaches to deal with organized crime, economic crime, Internet exploitation and terrorism. In addition, we are pursuing a number of initiatives to help inform and educate Albertans about the justice system and will continue to strive to become a more strategic and policy-driven organization.

Methodology

GOAL ONE Promote safe communities in Alberta

KEY MEASURE 1

Public perception of Safety in the Home

Methodology: A public opinion telephone survey is conducted on an annual basis. The survey averages 20 minutes in length and was last conducted in January 2004. Professionally trained interviewers conducted all interviews from a central telephone facility. The survey is completed on a computer-assisted telephone interviewing system that allows for ongoing tabulation of results. Ten per cent of all interviews were monitored online.

All respondents met the following criteria: age 18 or over; 50 per cent male and 50 per cent female; and representative of age groups in the general population.

As in previous years, in 2004 a total of 750 surveys were completed. The completed surveys were checked against the census data to ensure a representative sample across Alberta. Results are reliable to within +/-3.6 per cent at the 95 per cent confidence level.

KEY MEASURE 2

Public Perception of Safety in the Neighbourhood

Methodology: As described under Key Measure 1: Public Perception of Safety in the Home.

KEY MEASURE 3

Public Perception of Prosecution Services

Methodology: As described under Key Measure 1: Public Perception of Safety in the Home.

GOAL TWO Work with Solicitor General to ensure victims have a more meaningful role in the criminal justice system

KEY MEASURE 1

Client Satisfaction with Public Assistance Program

Methodology: The questionnaire was altered to include a few additional questions in 2003/04 that were not asked in 2002/03. Two survey administrators were hired on wages to assist the programs analyst in the completion of the surveys.

In Calgary, a random sample of people who contacted the Public Assistance Unit (PAU) from July to December 2003 was selected to complete the telephone survey. The survey took an average of five minutes and was completed from January through March 2004. Respondents were over the age of 18 and had access to a working telephone. Minors and individuals without a valid telephone number were considered out of scope. Proxy responses, individuals who declined to participate in the survey, and individuals who were not contacted after ten attempts were considered non-responses. The survey population was 1023 and using a formula provided by Statistics Canada in "How Big Should the Sample Be" a sample size of 372 surveys was completed. The sample interval was 2.75; therefore one out of every three names from the randomly ordered sample list was selected. Results are reliable to within +/-5 per cent at the 95 per cent confidence level.

In Edmonton, the sample group included all of the individuals who contacted the PAU from July 2003 to December 2003. As with the Calgary sample, respondents were 18 years or older and had access to a working telephone. Similarly, minors and individuals without a valid telephone number were considered out of scope. Proxy responses, individuals who declined to participate in the survey, and individuals who were not contacted after ten attempts were considered non-responses. The sample consisted of 250 possible names of which 45 were declared out of scope leaving 205 valid numbers that were attempted. The interviewers completed 160 surveys resulting in a 78 per cent response rate.

METHODOLOGY

The regions that were surveyed were: Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat, Peace River, Red Deer, St. Paul, Vegreville, and Wetaskiwin. In the regions, the sample group included all of the individuals who contacted the Crown Prosecutor's Offices from July 2003 to December 2003. The regions do not have a specified public assistance unit with its own telephone number, as do Edmonton and Calgary, but instead the support staff in these offices offer the Public Assistance Services (PAS) through their general reception line. Since some of the regions had extremely small sample sizes a complete analysis and write-up of the survey results was only completed for those areas that had a sample size of 30 or more valid (in-scope) numbers. Those regions that had less than 30 valid numbers only had their satisfaction levels analyzed in the write-up. Although the sample sizes in the regions were substantially smaller than Edmonton and Calgary the same inclusion rules were applied; respondents were 18 years or older and had access to a working telephone. As previously noted, minors and individuals without a valid telephone number were considered out of scope. Proxy responses, individuals who declined to participate in the survey, and individuals who were not contacted after ten attempts were considered non-responses. For reporting purposes, the client satisfaction rates for all nine regions were averaged to produce an overall satisfaction rate of 79 per cent.

GOAL THREE Provide access to justice services for Albertans in need

KEY MEASURE 1

Client Satisfaction with the Services of the Public Trustee's Office

Methodology: Client satisfaction with the services of the Public Trustee's Office is assessed using an internally conducted client satisfaction survey. Survey forms are sent to beneficiaries and minors after completion of administration and following payment of their beneficial interest distribution. Surveys are also sent to business partners, parents and guardians of minors and private and public guardians of dependent adults. During 2003/04, 3,016 surveys were sent to beneficiaries of estates, minors on achieving majority, parents and guardians of minors, and business partners. Nine hundred ninety five surveys were returned, indicating a response rate of 33 per cent. The overall satisfaction rating is generated by using the results of the entire survey rather than using one question as the satisfaction rating.

Responses received from clients are entered into a specially designed system and related to the time period in which the survey was sent. Consequently, the rate of response will vary as responses are received.

KEY MEASURE 2

The Average Amount Collected on Maintenance Enforcement Program Files

Methodology: The Maintenance Enforcement Program collects and reports the amount collected per file as part of their operational data collection processes. The amount collected is based on program revenues tracked in the maintenance enforcement tracking system (METS) and reconciled to the bank on a monthly basis. The file volume is an average over a 12-month period based on the number of active files extracted monthly. Collections per file are derived by dividing the amount collected by the file volume.

The program divides the average number of active files for the year by the net annual receipts to determine average collections per file.

KEY MEASURE 3

Maintenance Enforcement Program: Dollars Due Compared to Dollars Received (Per Cent Collected)

Methodology: Terms of court orders are entered into the automated Maintenance Enforcement Tracking System (METS). Support payments that are due each month are then calculated by METS. Payments received are also entered into the system and calculated by METS monthly. Regular dollars due are compared by METS to net revenues to determine the percentage of dollars due that are collected. Regular dollars exclude special expenses, such as dental, legal, interest, consumer indexing costs and any "one time obligations" that MEP collects pursuant to court orders. This collection rate is presented monthly to program management as an administrative tool. The data is aggregated into an annual figure to provide the collection rate for the year.

KEY MEASURE 4

Client Satisfaction with Legal Aid Services

Methodology: To gather the opinions of legal aid applicants about services they received in applying for legal aid, Prairie Research Associates Inc (PRA) developed a telephone survey. Applicants applying for legal aid at any of the 11 Legal Aid Society of Alberta (LASA) offices received a consent form and a letter describing the survey. Those who returned a signed consent form were then contacted for the survey.

Initially, LASA desired a survey with two waves; each wave was to achieve 400 completed surveys (200 recipients and 200 non-recipients) for a total of 800 completions. To obtain this number, an estimated 3,200 consent forms were necessary, due to the challenges in contacting this target group. Obtaining consent forms, however, proved an additional challenge as a total of only 1,118 useable forms were returned. Consequently, LASA revised the survey to run continuously rather than in two waves and to target a minimum of 400 total completions, 300 recipients and 100 non-recipients.

Between April1, 2003 and March 31, 2004, PRA completed the telephone survey with a total of 495 legal aid applicants, of whom 392 had received legal aid and 103 had been denied coverage.

GOAL FOUR Promote a fair and accessible civil and criminal justice system

KEY MEASURE 1

Median Elapsed Time from First to Last Appearance

Methodology: Performance data for median elapsed time from first to last appearance is obtained from the Adult Criminal Court Survey, Canadian Centre for Justice Statistics (CCJS). Median elapsed time from first to last appearance represents the mid-point in elapsed time between first and last appearance for all cases processed in provincial court. The ministry provides annual data from the Justice Online Information Network to CCJS's Adult Criminal Court Survey through an automated interface. At CCJS, the data are edited, verified and signed off with the ministry. In 2002/03, adult criminal courts in nine provinces and one territory reported to the ACCS. The data from Prince Edward Island was excluded as incomplete and Manitoba and the Northwest Territories do not supply data to the survey.

KEY MEASURE 2

Average Criminal Trial Lead Time - Youth

Methodology: Performance data for the " average criminal trial lead time" is obtained from the Justice On-Line Information Network (JOIN) - Lead Time Summary Report. Lead time for Provincial Court Youth Trial represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial dates) for all youth criminal trials in all Alberta provincial courts over the past year. The yearly lead time figure is weighted to ensure the proportionate representation of all courts and months so that the average reported represents a true weighted mean.

KEY MEASURE 3

Average Criminal Trial Lead Time - Adult

Methodology: Performance data for the "average criminal trial lead time" is obtained from the Justice On-Line Information Network (JOIN) - Lead Time Summary Report. Lead time for Provincial Court Adult Trial represents the average number of weeks from the date a trial is requested to the first available trial date (excluding continuations, adjournments, and subsequent scheduled trial dates) for all adult criminal trials in all Alberta provincial courts over the past year. The yearly lead time figure is weighted to ensure the proportionate representation of all courts and months so that the average reported represents a true weighted mean.

KEY MEASURE 4

Provincial Court Civil Mediation Settlement Rate

Methodology: The settlement rate is a percentage of all scheduled cases resolved. This includes cases resolved with mediation divided by the total cases mediated. The Court Services Division, Strategic Initiatives Unit obtains the monthly statistics from Calgary and Edmonton mediation coordinators and enters them on to an ACCESS database to obtain the combined settlement rate.

GOAL FIVE To assist government ministries to achieve their objectives through provision of effective legal and related strategic services

KEY MEASURE 1

Client Satisfaction with Legal Services

Methodology: Client satisfaction with legal services is determined by an internally conducted survey. Alberta Finance's Statistics Unit provided consultancy advice on the survey in 2003/04. A random sample of 458 clients was chosen from the total population of 1665. Out of the 458 surveys sent out, 249 responses were received, for a response rate of 54.4 per cent. Based on this response, overall survey results are precise within +/- 5.7 per cent at the 95 per cent confidence level. Ten questions in the survey asked respondents to rate their level of satisfaction. The satisfaction scale provided for these questions was comprised of six levels of satisfaction with "1" representing "very unsatisfied" and "6" representing "very satisfied".

KEY MEASURE 2

Client Satisfaction with Assistance in Meeting Corporate Goals

Methodology: As described under Key Measure 1: Client Satisfaction with Legal Services.

GOAL SIX Improve knowledge of, and confidence in, the justice system

KEY MEASURE 1

Public Knowledge of the Justice System

Methodology: As described under Goal 1, Key Measure 1: Public Perception of Safety in the Home.

KEY MEASURE 2

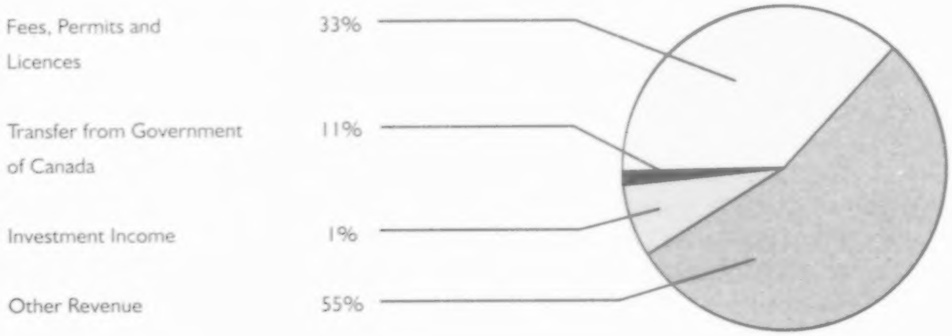
Public Confidence in the Justice System

Methodology: As described under Goal 1, Key Measure 1: Public Perception of Safety in the Home.

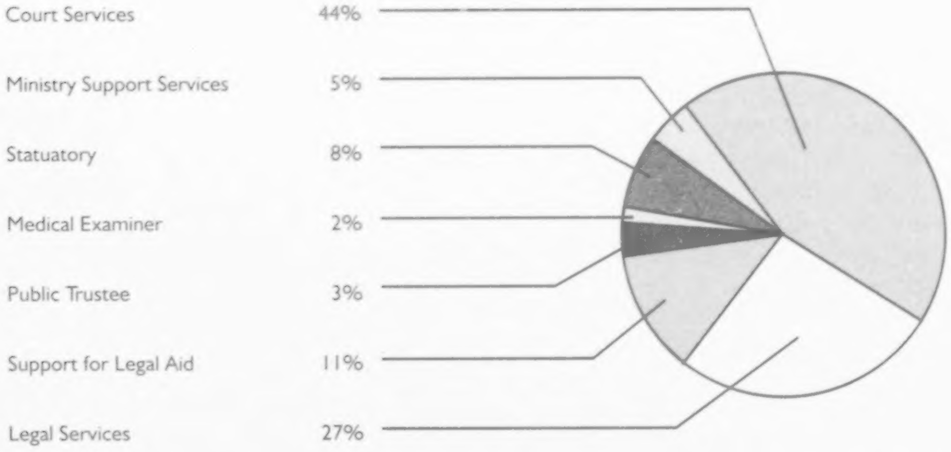
Financial Analysis and Discussion

Operating Results

2003/04 Actual Revenue by Source ($115.4 million)



2003/04 Actual Expenses by Program ($257.3 million)



Operating Results

Ministry revenues in 2003/04 were $12.6 million higher than in the previous year. Annual spending increased by $13.5 million consistent with the approved increase to the ministry's base budget. Ministry revenues and expenses are from the Statement of Operations on page 76.

Revenue

Total revenue increased by 12 per cent to $115.4 million. Transfers from the Government of Canada increased by $1.9 million mainly due to an increased contribution for legal aid. Revenues from fees increased by $3.8 million primarily resulting from a change to the billing practices of the Office of the Public Trustee. Revenue from other sources increased by $6.6 million. This was due to an increase of $8.4 million for fines and fine late payment penalties and was offset by a decrease of $1.8 million in other miscellaneous revenue.

Expenses

Ministry expenses were $5.2 million below the approved spending level of $262.5 million. Voted operating expenses exceeded the approved budget of $235.2 million by $2.7 million. Supplementary funding of $1.5 million was added for the Maintenance Enforcement Program and there was a net funding increase of $2.5 million for ministry dedicated revenue programs.

Comparison of 2003/04 Budget to 2003/04 Actual

Actual operating expenses for Legal Services, the Office of the Public Trustee and the Medical Examiner's Office of $84.2 million exceeded budget by $0.6 million or less than one per cent. The variance mainly resulted from general manpower compensation settlements being slightly higher than the funding estimates. Discretionary spending in Ministry Support Services was limited so surplus funds of $1.5 million would be available to offset higher than anticipated general manpower increases in the ministry. The majority of the $3.5 million over-expenditure in Court Services was for information technology upgrades and amortization on equipment purchases as a result of spending plan revisions.

Statutory expenses of $25.7 million for the Motor Vehicle Accident Claims (MVAC) program were $1.2 million less than budget and almost identical to the $25.9 million spent in 2002/03. There was no budget provision for the $9.9 million decrease to the liability for MVAC unsettled claims, which were recorded and reported during the 2003/04 year.

The ministry budgets a nominal amount of $0.4 million for statutory valuation adjustments to the provisions for doubtful accounts and vacation pay. No additional statutory funding was required for the $3.6 million increase to these estimated provisions as this amount was more than offset by the $9.9 million decrease to MVAC unsettled claims.

Comparison of 2003/04 Actual to 2002/03 Actual

Ministry Support Services expenditures increased by $1.2 million. Half of the increase resulted from salary settlements. Approximately $0.4 million of the remainder was a net increase to central services costs and $0.2 million in information technology purchases. Salary settlements and judicial compensation increases with related employer contribution costs accounted for $9.5 million of the $16.9 million increase in Court Services. Additional resources of $5.3 million were directed to ticket processing which was offset by an increase to the dedicated revenue for this program. New initiatives for civil claim commencements and upgrades to the civil case management system increased expenses by $1.1 million. Additional resources for renewal of prosecutions and legal services, Aboriginal issues consultation and the maintenance enforcement strategy accounted for $4.7 million of the $5.6 million increase in Legal Services. Salary settlement costs increased by $3.1 million, which was offset by a $2.2 million reduction in contracted services in the division. Salary settlements amounted to $0.7 million of the $1.2 million increase in the Office of the Public Trustee and the Medical Examiner's Office. The two offices added approximately $0.5 million in information technology upgrades.

The liability for MVAC unsettled claims was recorded in 2003/04 as recommended by the Office of the Auditor General. The $9.9 million decrease to the liability is the difference between the amounts estimated for unsettled claims of $71.8 million at March 31, 2004 and $81.7 million at March 31, 2003. The provision for unused vacation increased by $0.3 million to $1.7 million concurrent with salary settlement and other compensation increases. The provision for doubtful accounts decreased by $2.3 million from $4.2 million in 2002/03 to $1.9 million in 2003/04. The provision for federal statute fines, which may be deemed uncollectible, decreased by $2.8 million to $1 million. The provision for uncollectible provincial fines, penalties and other receivables increased by $0.5 million.

Core Business Results

	(in thousands)		
	2003/04 Budget	2003/04 Actual	2002/03 Actual
EXPENSE			
Core Business			
Prosecutions	40,610	40,977	35,424
Courts	112,654	116,549	103,082
Legal Services to Government	22,879	22,145	21,308
Justice Services to Albertans in Need	86,374	77,672	84,036
MINISTRY EXPENSE	262,517	257,343	243,850

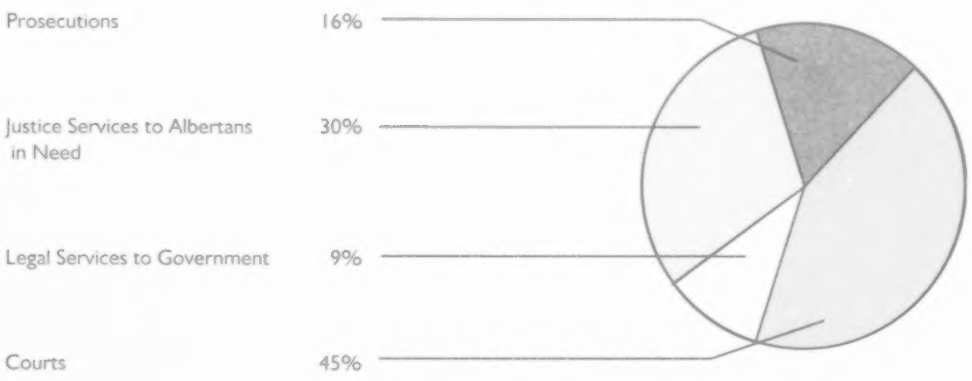
Prosecutions: includes Criminal Justice Division.

Courts: includes Calgary Court Operations, Edmonton Court Operations, Regional Court Operations, the Court of Appeal, Justice Online Information Network (JOIN) Operations and the Fines Collection Program.

Legal Services to Government: includes Civil Law, Legislative Counsel and Law Reform.

Justice Services to Albertans in Need: includes Maintenance Enforcement Program, Legal Aid, the Office of the Public Trustee, the Medical Examiner's Office, Child Centred Family Justice, Aboriginal Court Worker Program, Official Documents and Motor Vehicle Accident Claims.

2003/04 Actual Expense by Core Business



Core Business Results

Expenses

Although expenses by core business have been associated with the ministry's goals, there is no supportable basis to enable redistribution of program delivery costs to each goal. Direct program expenses and statutory expenses have been redistributed to the core business. Ministry Support Services have been proportionally allocated to the core businesses.

Comparison of 2003/04 Budget to 2003/04 Actual

Prosecutions expenses of $41 million exceeded budget by $0.4 million or less than one per cent of the total. The difference is attributed to an increase to the vacation liability resulting from salary settlement increases.

The Courts budget of $112.7 million was $3.9 million short of the $116.6 million in actual expenses. Funding of $81.9 million was allocated to manpower related expenditures of $81.6 million. The manpower under-expenditure of $0.3 million is less than one half of one percent of budget. Other voted expenditures of $32.7 million exceeded the budget of $30.5 million by $2.2 million. The majority of the over-expenditure related to information technology improvements and implementation of the *Traffic Safety Act*. The ministry budgeted a nominal amount of $0.3 million for statutory valuation adjustments with the actual change to the provisions for doubtful accounts and vacation pay amounting to $2.3 million. Salary settlements and other compensation increases resulted in a vacation liability increase of $0.8 million. Increased fine values were the primary cause of a $1.2 million increase to the provision for uncollectible fines and late payment penalties.

The Legal Services to Government budget of $22.9 million exceeded actual expenditures of $22.1 million by $0.8 million. Manpower funding of $19.4 million was unexpended by $1.2 million due to deferred hiring in Aboriginal Law, staff replacement and a reduction in the employer contributions to the management pension plan reserve fund. Other voted expenditures of $3.8 million exceeded the budget by $0.3 million mainly due to information technology improvements. The provision for vacation pay increased by $0.1 million and resulted from salary settlement increases.

The Justice Services to Albertans in Need budget of $86.3 million exceeded actual expenditures of $77.6 million by $8.7 million. Manpower expenditures of $21 million were in excess of the $20.8 million budget by $0.2 million or approximately one per cent. The budget for other expenditures was $65.6 million and was over spent by $0.4 million. This was comprised of an over-expenditure of $1.6 million primarily for information technology improvements, which was offset by an under-expenditure of $1.2 million in the budget to settle claims involving uninsured and unknown vehicles in the Motor Vehicle Accident Claims (MVAC) program. There was no budget provision for the $9.9 million decrease to the liability for MVAC unsettled claims. The unbudgeted increase to the provision for vacation pay was less than $0.1 million.

Comparison of 2003/04 Actual to 2002/03 Actual

Prosecutions expenses increased by $5.6 million. Salary settlements and renewal of prosecutions accounted for $3.7 million of the increase. Increase to travel costs of $0.4 million; central service costs of $0.3 million; information technology improvements of $0.8 million; and, allocated ministry support of $0.4 million accounted for the majority of the increase to other costs. Grants to non-profit organizations were $0.2 million less in 2003/04. The provision for vacation increased by less than $0.1 million.

Courts expenditures increased by $13.5 million of which $8.6 million was for salary settlements and judicial compensation increases. Other operational costs increased by $6 million of which $3.9 million was for information technology upgrades. Legal fees and disbursements increased by $1 million mainly as a result of the judicial compensation commission. Travel allowance increases cost an additional $0.2 million. Central services costs increased by $0.5 million. Other contract services increases included $0.2 million for Justice of the Peace and $0.1 million for transcripts. Amortization of capital asset purchases increased by $0.1 million. Allocated ministry support services increased by $1.2 million. The vacation liability provision increased by $0.4 million. The provision for uncollectible fines decreased by $2.6 million with the federal statute portion decreasing by $2.8 million and the provincial statute portion increasing by $0.2 million.

Legal Services to Government expenses increased by $0.8 million. Salary settlements and other manpower initiatives increased costs by $1.1 million. This was offset by a $0.4 million reduction in pension plan reserve fund contributions. Allocated ministry support services increased by $0.2 million.

Justice Services for Albertans in Need expenditures decreased by $6.4 million. Salaries, wages and employee benefits increased by $1.7 million mainly due to salary settlements. Supplies and services expenditures increased by $1.5 million. This was mostly due to information technology upgrades and equipment purchases of $1 million in Maintenance Enforcement, the Office of the Public Trustee and the Medical Examiner's Office. The Office of the Public Trustee also had an increase in legal and other professional fees of $0.1 million and a severance payment of $0.1 million. The grant to the Legal Aid Society was increased by $0.6 million. Claim settlements in the MVAC program decreased by $0.6 million. Allocated ministry support services increased by $0.2 million. A decrease in the valuation adjustment for unsettled claims in the MVAC program of $9.9 million was offset by an increase to the provision for uncollectible accounts of $0.4 million. The provision for vacation pay for Maintenance Enforcement, the Office of the Public Trustee and the Medical Examiner's Office decreased by $0.2 million.

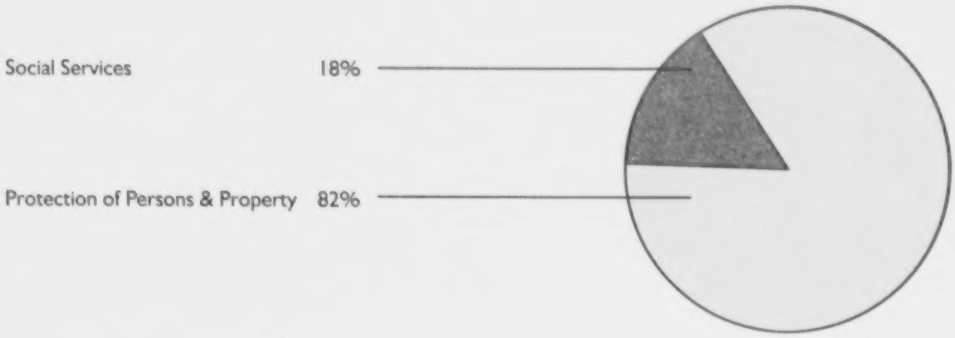
Functional Results

	(thousands of dollars)		
	2003/04 Budget	2003/04 Actual	2002/03 Actual
EXPENSE			
Function			
Protection of Persons & Property	206,816	212,277	189,727
Social Services	55,701	45,066	54,123
MINISTRY EXPENSE	262,517	257,343	243,850

Protection of Persons & Property: Includes expenses for services provided to ensure the security of persons and property through the courts of law, regulatory measures and other protection of persons and property.

Social Services: Covers actions taken by the government either alone or in co-operation with Albertans, to offset or to forestall situations where the well-being of individuals or families is threatened by circumstances beyond their control. This includes the provision of legal aid and motor vehicle accident claims.

2003/04 Actual Expense by Function



Functional Results

Expenses

Protection of Persons and Property expenditures includes Court Services, Legal Services, the Office of the Public Trustee, the Medical Examiner's Office and Ministry Support Services. Social Services includes Legal Aid and the statutory appropriation for the Motor Vehicle Accident Claims (MVAC) program.

Comparison of 2003/04 Budget to 2003/04 Actual

Actual expenditures of $212.3 million for protection of persons and property exceeded the budget of $206.8 million by $5.5 million. The budget amount does not include $1.5 million in supplementary funding for the maintenance enforcement strategy and a $1.1 million increase in operating funds for ministry dedicated revenue programs. Funding of $159.3 million was allocated for salary, wage and employer contribution expenses of $157.4 million. The manpower under-expenditure was approximately one per cent of the budget. Other operating expenses of $51.7 million exceeded the budget of $47.1 million by $4.6 million. The majority of the over-expenditure related to information technology improvements within each of the divisions. Valuation adjustments for vacation pay and uncollectible accounts receivable of $3.1 million exceeded budget by $2.8 million. Increased fine values caused a $1.2 million increase to the provision for uncollectible accounts and salary settlements resulted in a $1.6 million increase for the vacation pay provision.

Social services actual expenditures of $45.1 million were $10.6 million less than the $55.7 million budget. The decrease to the provision for unsettled MVAC claims accounted for $9.9 million of the difference. Settled claims at MVAC were $1.3 million less than budget. The provision for uncollectible accounts cost an additional $0.4 million.

Comparison of 2003/04 Actual to 2002/03 Actual

Protection of persons and property expenses increased by $22.6 million. Salary settlements and other compensation accounts for $15 million of the increase. Other voted expenditures increased by $10 million. The majority of other expenditure increases was for information technology improvements and legal and other professional contracted services. Valuation adjustments for the provisions for vacation pay and uncollectible fines decreased by $2.4 million.

In social services, the grant for legal aid was increased by $0.6 million. MVAC program delivery expenditures increased by less than $0.2 million to $25.7 million or less than one half of one percent. There was a decrease to the provision of unsettled MVAC claims of $9.9 million offset by an increase in the provision for uncollectible accounts of $0.4 million.

FINANCIAL

STATEMENTS

2003/04

MINISTRY OF JUSTICE
FINANCIAL STATEMENTS

YEAR ENDED MARCH 31, 2004

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AUDITOR
GENERAL
Alberta

Auditor's Report

To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Justice as at March 31, 2004, and the statements of operations and cash flow for the year then ended. These financial statements are the responsibility of the management of the Department. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2004, and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Fred Dunn FCA
Auditor General

Edmonton, Alberta
May 21, 2004

Ministry of Justice
Statement of Operations
Year Ended March 31, 2004

(in thousands)

	2004		Restated 2003 Note 2(c) and 3
	Budget (Schedule 4)	Actual	Actual
Revenues (Schedule 1)			
Transfer from the Government of Canada	$ 10,276	$ 12,183	$ 10,236
Investment Income	325	578	379
Fees, Permits and Licences	37,955	38,641	34,858
Other Revenue	58,769	64,045	57,424
	107,325	115,447	102,897
Expenses – Directly Incurred (Note 2b and Schedule 8)			
Voted (Schedules 3 and 5)			
Ministry Support Services	13,564	12,090	10,894
Court Services	109,377	112,892	96,006
Legal Services	69,682	69,980	64,325
Support for Legal Aid	28,798	28,798	28,187
Public Trustee	8,688	9,001	8,255
Medical Examiner	5,132	5,168	4,701
	235,241	237,929	212,368
Statutory (Schedules 3 and 5)			
Motor Vehicle Accident Claims	26,903	25,721	25,880
Valuation Adjustments			
Provision for Doubtful Accounts	200	1,840	4,151
Provision for Vacation Pay	173	1,741	1,451
Decrease in Motor Vehicle Accident Claims Liabilities	-	(9,888)	-
	27,276	19,414	31,482
	262,517	257,343	243,850
Net Operating Results	$ (155,192)	$(141,896)	$(140,953)

The accompanying notes and schedules are part of these financial statements.

Ministry of Justice
Statement of Financial Position
March 31, 2004

	(in thousands)	
	2004	Restated 2003 Note 2(c) and 3
Assets		
Cash	$ 8,851	$ 13,102
Accounts Receivable (Note 4)	62,746	48,382
Advances	53	59
Tangible Capital Assets (Note 5)	9,664	7,311
	$ 81,314	$ 68,854
Liabilities		
Accounts Payable and Accrued Liabilities	$ 117,154	$ 112,046
Unearned Revenue	1,153	1,061
	118,307	113,107
Net Liabilities		
Net Liabilities at Beginning of Year	(44,253)	(51,307)
Net Operating Results	(141,896)	(140,953)
Net Transfer from General Revenues	149,156	148,007
Net Liabilities at End of Year	(36,993)	(44,253)
	$ 81,314	$ 68,854

The accompanying notes and schedules are part of these financial statements.

Ministry of Justice
Statement of Cash Flow
Year Ended March 31, 2004

	(in thousands) 2004	Restated 2003 Note 2(c) and 3
Operating Transactions		
Net Operating Results	$ (141,896)	$ (140,953)
Non-cash items included in Net Operating Results		
Amortization	752	654
Valuation Adjustments	(6,307)	5,602
	(147,451)	(134,697)
Increase in Accounts Receivable	(16,204)	(2,391)
Decrease in Advances	6	6
Decrease (Increase) in Accounts Payable and Accrued Liabilities	13,255	(3,258)
Increase in Unearned Revenue	92	17
Cash Applied to Operating Transactions	(150,302)	(140,323)
Capital Transactions		
Acquisition of Tangible Capital Assets	(3,105)	(1,782)
Cash Applied to Capital Transactions	(3,105)	(1,782)
Financing Transactions		
Net Transfer from General Revenues	149,156	148,007
(Decrease) Increase in Cash	(4,251)	5,902
Cash, Beginning of Year	13,102	7,200
Cash, End of Year	$ 8,851	$ 13,102

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF JUSTICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED MARCH 31, 2004

Note 1 Authority and Purpose

The Ministry of Justice operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000. The Department of Justice is the sole entity for which the Minister of Justice has been designated as responsible for various acts by the *Government Organization Act* and its regulations.

The Ministry's purpose is to serve Albertans by promoting safe communities, by ensuring access to the courts and other methods of dispute resolution, by providing legal and related strategic services to the Government of Alberta, and by communicating with Albertans about the administration of justice.

Note 2 Summary of Significant Accounting Policies and Reporting Practices

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate. These financial statements are prepared in accordance with the following accounting policies that have been established by government for all departments.

(a) Reporting Entity

The reporting entity is the Ministry of Justice, which consists of the Department of Justice for which the Minister of Justice is accountable. These financial statements include the activities of the Motor Vehicle Accident Claims program (a statutory appropriation).

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net transfer from General Revenues is the difference between all cash receipts and all cash disbursements made.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting except for payments on Motor Vehicle Accident Claims judgment debts, which are recorded when received. Cash received for which goods or services have not been provided by year-end is recorded as unearned revenue.

Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues must be shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are less than budget and total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following year's voted expenses are encumbered. If actual dedicated revenues exceed budget, the Department may, with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the Department's dedicated revenue initiatives.

Expenses

Directly Incurred

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses like salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets.
- pension costs, which comprise the cost of employer contributions for current service of employees during the year.
- valuation adjustments, which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay, guarantees and indemnities.

Incurred by Others

Services contributed by other entities in support of the Ministry's operations are disclosed in Schedule 8.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

Assets

Financial assets of the Ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals.

Assets acquired by right are not included. Tangible capital assets of the Ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100,000 and the threshold for all other tangible capital assets is $15,000.

Liabilities

Liabilities represent all financial claims payable by the Ministry at fiscal year end.

Net Liabilities

Net liabilities represent the difference between the carrying value of assets held by the Ministry and its liabilities.

Measurement Uncertainty

(in thousands)

Measurement uncertainty exists when there is a significant variance between the amount recognized in the financial statements and another reasonably possible amount.

Accounts receivable, recorded as $62,746 in these financial statements, is subject to measurement uncertainty. Accounts receivable excludes certain outstanding federal statute and provincial statute fines that are expected to be satisfied by means other than cash payment. The other means include participation in the fine option program or time served in a correctional institution at the option of the person owing the fine. Outstanding fines expected to be satisfied by other means of $5,428 (2003 - $6,030) have been deducted from total outstanding fines of $57,599 (2003 - $37,541) to arrive at reported revenue and related accounts receivable. The estimate of $5,428 is based on the actual percentage satisfied in this manner from April 1, 2003 to March 31, 2004. Changes in the proportion of fines satisfied by other means may have a material effect on future operating results.

Accounts payable and accrued liabilities, recorded as $117,154 in these financial statements, is subject to measurement uncertainty. Accrued liabilities includes an estimate of $71,817 (2003 - $81,704) for unsettled claims under the Motor Vehicle Accident Claims program based on a calculated settlement value per claim. Changes to the settlement value may have a material effect on future operating results.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, advances, accounts payable and accrued liabilities, and unearned revenues are estimated to approximate their carrying values because of the short term nature of these instruments.

(c) Change in Accounting Policy

(in thousands)

Effective April 1, 2003, the Ministry changed its accounting policy to record a liability for personal injury claims that are likely to result in settlement. This policy has been applied retroactively without restatement of operating results for 2002-03. The opening balance of net assets as at April 1, 2002 has been adjusted to reflect this change of accounting policy. Had this change in accounting policy been applied with restatement of operating results for 2002-03 the statutory expense relating to motor vehicles accident claims would have increased by approximately $5.1 million.

The impact of changes are as follows:

Accounts Payable & Accrued Liabilities at March 31, 2003

As previously reported	$30,342
Add liability for unsettled claims	81,704
Restated for the year ended March 31, 2003	$112,046

Net Assets (Liabilities) at April 1, 2002

As previously reported	$30,397
Deduct liability for unsettled claims	(81,704)
Restated Net Liability	(51,307)
Restated Net Operating Results – note 3	(140,953)
Restated Transfer from General Revenues – note 3	148,007
Restated Net Liabilities for the year ended March 31, 2003	$(44,253)

Note 3 Program Transfers
(in thousands)

Effective April 1, 2003 the Native Courtworker program was transferred from Alberta Children's Services and Alberta Solicitor General to Alberta Justice. Comparative figures for 2003 in these financial statements have been restated as if Alberta Justice had delivered this program in 2002-03. All statements and schedules have been restated with the change to the Statement of Financial Position shown below.

Net Operating Results

As previously reported		$(138,707)
Deduct program expenses incurred by:		
Solicitor General	$(1,087)	
Children's Services	(1,159)	(2,246)
Restated for the year ended March 31, 2003		$(140,953)

Net Transfer from General Revenue

As previously reported	$145,761
Add funding required	2,246
Restated for the year ended March 31, 2003	$148,007

Note 4 Accounts Recievable
(in thousands)

	2004			2003
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Government of Canada	$ 11,673	$ -	$ 11,673	$ 4,699
Fines – Provincial	14,224	582	13,642	12,244
Fines – Federal	17,462	5,353	12,109	13,909
Ticket Processing	7,678	200	7,478	2,821
Fine Late Payment Penalty	13,518	647	12,871	10,731
Other	5,657	684	4,973	3,978
	$ 70,212	$ 7,466	$ 62,746	$ 48,382

Accounts receivable are unsecured and non-interest bearing.

Note 5 Tangible Capital Assets

(in thousands)

	2004				2003
	Estimated Useful Life	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Equipment	10 years	$ 3,677	$ 2,840	$ 837	$ 435
Building	40 years	17	17	-	16
Computer Hardware and Software	5-10 years	16,203	7,376	8,827	6,860
Total		$ 19,897	$ 10,233	$ 9,664	$ 7,311

The cost of tangible capital assets includes $5,091 for the Maintenance Information Management System (MIMS). The system is scheduled to be placed in service in the fiscal year 2004-2005 and amortization will begin in that year.

Note 6 Over Expenditure of Authorized Budget

(in thousands)

The Ministry's total of actual voted operating expense and equipment/inventory purchases (OP/EIP) exceeded the authorized budget by $71 for the year ended March 31, 2004. As required by the *Financial Administration Act*, this amount must be charged against the voted appropriation for the year ending March 31, 2005. See Schedule 5 to the financial statements.

Note 7 Commitments

(in thousands)

As at March 31, 2004, the Ministry is committed under contracts, which expire on various dates to 2008, totaling $7,974 (2003 - $8,636).

The Ministry leases vehicles and equipment under operating leases that expire on various dates to 2008. The aggregate amounts payable for the unexpired terms of these leases are as follows:

Note 7 Commitments (continued)

(in thousands)

Year	(in thousands)
2005	$ 124
2006	78
2007	48
2008	10
Total	$ 260

Note 8 Contingencies

(in thousands)

At March 31, 2004, the Ministry is a defendant in thirty eight legal claims (2003 - thirty four legal claims). Thirty two of these claims have specified amounts totaling $1,144,898 and the remaining six have no specified amount (2003 - twenty eight claims with a specified amount of $233,988 and six with no specified amount). Included in the total legal claims are two claims amounting to $600 (2003-two claims amounting to $500) in which the Ministry has been jointly named with other entities. Nineteen claims amounting to $110,660 (2003 - nineteen claims totaling $210,465) are covered by the Alberta Risk Management Fund.

The resulting loss, if any, from these claims cannot be determined.

Within the provision of the *Public Trustee Act* the Office of the Public Trustee remits unclaimed estate monies, which is reported as general revenue of the Department. If entitled beneficiaries are subsequently located, previously unclaimed estate monies are returned to the Office of the Public Trustee for distribution to the beneficiaries.

Note 9 Motor Vehicle Accident Claims Program

(in thousands)

Personal Injury Settlements

The Motor Vehicle Accident Claims Program is a publicly administered program that pays for judgments arising from motor vehicle accidents involving uninsured or unidentified vehicles in Alberta. The program operates under the authority of the *Motor Vehicle Accident Claims Act*. At March 31, 2004, there were two thousand two hundred and thirty eight (2003 - two thousand three hundred and eighty one) unsettled motor vehicle accident claims under this program amounting to $287,778 (2003 - $302,608). Of the unsettled claims, it was estimated that approximately $71,817 (2003 - $81,704) may arise from court ordered judgments and has been recorded as a liability.

Note 9 Motor Vehicle Accident Claims Program (continued)
(in thousands)

The *Motor Vehicle Accident Claims Act* states that in order for claimants involved in motor vehicle accidents with uninsured or unidentified vehicles to be entitled to compensation, the Minister of Justice must receive a court judgment. In accordance with the Act, liabilities for personal injury claims are accrued when a court ordered judgment is received. Liabilities for motor vehicle accident claims amounting to $730 at March 31, 2004 (2003 - $547) are included in the total claim expenditures of $25,721 (2003 - $25,880).

Supplementary Medical and Rehabilitation Expenses

The estimated liability for supplementary medical and rehabilitation expenses on approved applications filed up to March 31, 2004, is $6,465 (2003 - $6,370) and has been recorded as a liability. As at March 31, 2004, the maximum amount that may be payable to or on behalf of entitled applicants pursuant to the limits set in Section 17 of the *Motor Vehicle Accident Claims Act* was approximately $22,311 (2003 - $25,968).

Note 10 Trust Funds Under Administration
(in thousands)

The Ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purpose of various trusts, they are not included in the Ministry's financial statements.

As at March 31, 2004, the amount of trust assets under administration net of trust liabilities was as follows:

	2004	Restated 2003
Public Trustee - Trust Funds	$ 417,257	$ 414,802
Various Court Offices	45,910	38,951
Maintenance Enforcement	5,206	3,936
Solicitors Trust	197	54
	468,570	457,743
Public Trustee - Other Estate Assets	58,815	51,294
	$ 527,385	$ 509,037

Note 10 Trust Funds Under Administration (continued)
(in thousands)

The Office of the Public Trustee administers the estates of decedents, dependent adults and minors. Total trust fund receipts and income adjustments exceeded total trust fund disbursements in 2003-2004 by $9,936 (2003 - $7,613). The major sources of receipts and income include pensions and similar receipts; investment income; and acquisition and sale of client estates. Significant disbursements include beneficiary distributions; client care and maintenance payments; release of client assets; and fees and taxes paid on behalf of clients.

In addition, the Office of the Public Trustee administers other estate assets consisting of client owned securities and investments, real estate holdings, accounts receivable, and personal property and other assets totaling $66,966 as at March 31, 2004, (2003 restated - $64,486). These assets are valued at fair value at the date the office obtains custody or nominal value when fair value is not readily determinable. Client liabilities as at March 31, 2004, of $8,151 (2003 restated - $13,192), are comprised of accounts, mortgages and notes payable, and are recorded at nominal value where actual value is not readily determinable. Net assets of $58,815 (2003 restated - $51,294) are not included in the Ministry's financial statements.

The Court Offices receive and disburse payments for fines, bail and other payments involving civil litigants. Total Court trust receipts exceeded total trust fund disbursements in 2003-2004 by $6,959 (2003 – $2,044).

The Maintenance Enforcement Program receives and disburses court ordered maintenance and child support. Total trust receipts exceeded total trust fund disbursements in 2003-2004 by $1,270 (2003 - $478).

Note 11 Payments Under Agreement
(in thousands)

The Ministry has entered into agreements to deliver programs and services that are fully funded by the Government of Canada and the Royal Canadian Mounted Police. Costs incurred under these agreements are made by the Ministry under the authority of the *Financial Administration Act*, Section 25. Accounts receivable includes $49 (2003 - $42) from the Royal Canadian Mounted Police, $98 (2003 - $50) from the Government of Canada for *Youth Criminal Justice Act*, and $0 (2003 - $81) from the Government of Canada for G8.

Agreements with the Government of Canada were for one time only funding for expenses incurred for Canada to host the G8 Summit and for ongoing system changes to Government of Alberta systems to comply with new federal youth justice legislation that came into effect April 1, 2003.

Agreement with the Royal Canadian Mounted Police is for cost recovery on toxicology casework done by the Medical Examiner's Office.

Note 11 Payments Under Agreement (continued)

(in thousands)

Amounts paid under agreements with program sponsors are as follows:

	2004	2003
Government of Canada – *Youth Criminal Justice Act*	$ 133	$ 658
Government of Canada – G8 Summit	-	81
Royal Canadian Mounted Police – Toxicology Casework	148	149
	$ 281	$ 888

Note 12 Defined Benefit Plans

(in thousands)

The Ministry participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $8,669 for the year ended March 31, 2004 (2003 - $7,937).

At December 31, 2003, the Management Employees Pension Plan reported a deficiency of $290,014 (2002 - $301,968) and the Public Service Pension Plan reported an actuarial deficiency of $596,213 (2002 - $175,528). At December 31, 2003, the Supplementary Retirement Plan for Public Service Managers had an actuarial surplus of $9,312 (2002 - $6,472).

The Ministry participates in the Provincial Judges and Masters in Chambers Pension Plan. The expenses for this pension plan are $5,196 for the year ended March 31, 2004 (2003 - $5,068).

The Ministry also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2004, the Bargaining Unit Plan reported an actuarial deficiency of $9,766 (2003 - $14,434) and the Management, Opted Out and Excluded Plan an actuarial surplus of $1,298 (2003 – actuarial deficiency of $3,053). The expense for these two plans is limited to employer's annual contributions for the year.

Note 13 Comparative Figures

Certain 2003 figures have been reclassified to conform to the 2004 presentation.

Note 14 Approval of Financial Statements

The financial statements were approved by the Senior Financial Officer and the Deputy Minister of Justice.

Ministry of Justice
Schedule to Financial Statements
Revenues
Year Ended March 31, 2004

Schedule 1

(in thousands)

	2004		Restated 2003 Note 3
	Budget	Actual	Actual
Transfer from the Government of Canada			
Legal Aid	$ 7,982	$ 9,784	$ 8,008
Other	2,294	2,399	2,228
	10,276	12,183	10,236
Investment Income – Bank Interest	325	578	379
Fees, Permits and Licences			
Court Fees	19,970	15,710	15,133
Motor Vehicle Accident Claims (MVAC)	14,000	14,614	15,021
Public Trustee Fees	3,517	7,813	4,180
Other	468	504	524
	37,955	38,641	34,858
Other Revenue			
Fines	37,062	38,441	31,659
Maintenance Enforcement Program	7,500	6,658	6,422
Fines – Late Payment Penalty	10,000	12,517	10,914
MVAC Recoveries	2,775	3,891	3,554
Refunds of Expenditure	15	316	2,860
Miscellaneous	1,417	2,222	2,015
	58,769	64,045	57,424
	$ 107,325	$ 115,447	$ 102,897

Ministry of Justice
Schedule to Financial Statements
Dedicated Revenue Initiatives
Year Ended March 31, 2004

Schedule 2

(in thousands)

	2004			
	Authorized Dedicated Revenues	Actual Dedicated Revenues		(Shortfall) / Excess
Ticket Processing	$ 18,551	$ 18,833		$ 282
Provincial Civil Claims	2,300	1,001		(1,299)
	$ 20,851	$ 19,834	(1)	$ (1,017)

(1) Shortfall is deducted from current year's authorized budget, as disclosed in Schedules 4 and 5 to the financial statements.

Ticket Processing revenues represent the Province's share of tickets designated towards all expenditures in Court Services, Criminal Justice and Strategic Services incurred in the processing and handling of violation tickets.

Provincial Civil Claims revenues represent amounts received from the public for filing civil claims in excess of seven thousand five hundred dollars in Provincial Court. These revenues are dedicated towards the costs of processing these claims.

Ministry of Justice
Schedule to Financial Statements
Expenses – Directly Incurred Detailed by Object
Year Ended March 31, 2004

Schedule 3

(in thousands)

	2004		Restated 2003 Note 3
	Budget	Actual	Actual
Voted			
Salaries, Wages and Employee Benefits (a)	$ 159,293	$ 157,391	$ 142,401
Supplies and Services (a)	45,777	50,144	40,115
Grants	29,471	29,339	28,980
Financial Transactions and Other	78	303	218
Amortization of Tangible Capital Assets	622	752	654
Total Voted Expenses	$ 235,241	$ 237,929	$ 212,368
Statutory			
Other	$ 26,903	$ 25,721	$ 25,880

(a) Salaries, wages and employee benefits and supplies and services expenses for Strategic Services programs are shared with the Ministry of the Solicitor General, which contributes its own share of expenses. Only the Ministry of Justice portion is disclosed in this Schedule.

Ministry of Justice
Schedule to Financial Statements
Budget
Year Ended March 31, 2004

Schedule 4

(in thousands)

	2003-2004 Estimates	Adjustment (b)	2003-2004 Budget	Voted Supplementary (c)	Treasury Board Authorization (a)	2003-2004 Authorized Budget
Revenues:						
Transfer from the Government of Canada	$ 10,276	$ -	$ 10,276	$ -	$ -	$ 10,276
Investment Income	325	-	325	-	-	325
Fees, Permits and Licences	37,955	-	37,955	-	-	37,955
Other Revenue	58,769	-	58,769	-	3,489	62,258
	107,325	-	107,325	-	3,489	110,814
Expenses – Directly Incurred:						
Voted:						
Ministry Support Services	13,564	-	13,564	-	-	13,564
Court Services (a)	109,377	-	109,377	-	1,089	110,466
Legal Services	69,682	-	69,682	1,500	-	71,182
Support for Legal Aid	28,798	-	28,798	-	-	28,798
Public Trustee	8,688	-	8,688	-	-	8,688
Medical Examiner	5,132	-	5,132	-	-	5,132
Dedicated Revenue Shortfall	-	(1,017)	(1,017)	-	-	(1,017)
	235,241	(1,017)	234,224	1,500	1,089	236,813
Statutory:						
Motor Vehicle Accident Claims	26,903	-	26,903	-	-	26,903
Valuation Adjustments						
Provision for Doubtful Accounts	200	-	200	-	-	200
Provision for Vacation Pay	173	-	173	-	-	173
	27,276	-	27,276	-	-	27,276
Total Expenses	262,517	(1,017)	261,500	1,500	1,089	264,089
Net Operating Results	$ (155,192)	$ (1,017)	$ (154,175)	$ (1,500)	$ 2,400	$ (153,275)
Equipment/Inventory Purchases	$ 1,750	$ -	$ 1,750	$ -	$ 2,400	$ 4,150

(a) Includes an increase of $3,489 as a result of an approved increase in expense and dedicated revenue and a transfer of $2,400 from voted expenses to equipment/inventory purchases, pursuant to the *Financial Administration Act*, section 24 (2).

(b) Adjustment made for shortfall of dedicated revenue initiatives (Schedule 2).

(c) Supplementary Estimates were approved on December 4, 2003.

Schedule 5

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

(in thousands)

MINISTRY SUMMARY

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
1	Ministry Support Services	$ 13,564	$ -	$ 13,564	$ -	$ -	$ 13,564	$ 12,135	$ 1,429
2	Court Services (a)	109,377	-	109,377	-	3,489	112,866	113,974	(1,108)
3	Legal Services	71,432	-	71,432	1,500	-	72,932	71,513	1,419
4	Support for Legal Aid	28,798	-	28,798	-	-	28,798	28,798	-
5	Public Trustee	8,688	-	8,688	-	-	8,688	9,035	(347)
6	Medical Examiner	5,132	-	5,132	-	-	5,132	5,579	(447)
	Dedicated Revenue Shortfall	-	(1,017)	(1,017)	-	-	(1,017)	-	(1,017)
		$ 236,991	$ (1,017)	$ 235,974	$ 1,500	$ 3,489	$ 240,963	$ 241,034	$ (71)
STATUTORY EXPENSES									
	Motor Vehicle Accident Claims	$ 26,903	$ -	$ 26,903	$ -	$ -	$ 26,903	$ 25,721	$ 1,182
	Valuation Adjustments	373	-	373	-	-	373	(6,307)	6,680
		$ 27,276	$ -	$ 27,276	$ -	$ -	$ 27,276	$ 19,414	$ 7,862

(a) Includes an increase of $3,489 as a result of an approved increase in expense and dedicated revenue, pursuant to the *Financial Administration Act*, section 24 (2).

(b) Adjustment made for shortfall of dedicated revenue initiatives (Schedule 2).

(c) Supplementary Estimates were approved on December 4, 2003.

(d) Includes achievement bonus amounting to $3,259.

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

Schedule 5 (continued)

(in thousands)

PROGRAM 1 - MINISTRY SUPPORT SERVICES

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
1.0.1	Minister's Office	$ 417	$ -	$ 417	$ -	$ -	$ 417	$ 475	$ (58)
1.0.2	Deputy Minister's Office	419	-	419	-	-	419	474	(55)
1.0.3	Communications	356	-	356	-	-	356	307	49
1.0.4	Strategic Services								
	Operating Expense	5,426	-	5,426	-	-	5,426	5,453	(27)
	Equipment/Inventory Purchases	-	-	-	-	-	-	45	(45)
1.0.5	Human Resources	1,320	-	1,320	-	-	1,320	1,618	(298)
1.0.6	Management Information Services	4,692	-	4,692	-	-	4,692	2,848	1,844
1.0.7	Amortization of Tangible Capital Assets	486	-	486	-	-	486	506	(20)
1.0.8	Standing Policy Committee on Justice and Government Services	98	-	98	-	-	98	89	9
1.0.9	Policy Secretariat	350	-	350	-	-	350	320	30
	TOTAL PROGRAM	$ 13,564	$ -	$ 13,564	$ -	$ -	$ 13,564	$ 12,135	$ 1,429

Schedule 5 (continued)

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

(in thousands)

PROGRAM 2 - COURT SERVICES

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
2.1	**Program Support**								
2.1.1	Program Support Services								
	Operating Expense	$ 5,555	$ -	$ 5,555	$ -	$ -	$ 5,555	$ 10,345	$ (4,790)
	Equipment/Inventory Purchases	-	-	-	-	-	-	891	(891)
2.1.2	Chief Provincial Judge's Office	1,670	-	1,670	-	-	1,670	2,364	(694)
2.1.3	Law Libraries	4,048	-	4,048	-	-	4,048	3,653	395
2.1.4	Ticket Processing								
	Operating Expense	15,062	-	15,062	-	3,489	18,551	17,415	1,136
	Equipment/Inventory Purchases	-	-	-	-	-	-	125	(125)
2.1.5	Provincial Civil Claims	2,300	-	2,300	-	-	2,300	1,114	1,186
2.1.6	Child Centred Family Justice	1,429	-	1,429	-	-	1,429	1,460	(31)
2.1.7	Aboriginal Court Worker Program	3,173	-	3,173	-	-	3,173	3,174	(1)
	Total Sub-program	33,237	-	33,237	-	3,489	36,726	40,541	(3,815)
2.2	**Calgary Court Operations**								
2.2.1	Calgary Court of Queen's Bench	6,776	-	6,776	-	-	6,776	6,772	4
2.2.2	Calgary Provincial Court								
	Operating Expense	16,651	-	16,651	-	(1,200)	15,451	14,970	481
	Equipment/Inventory Purchases	-	-	-	-	1,200	1,200	24	1,176
2.2.3	Calgary Family Mediation Services	787	-	787	-	-	787	713	74
2.2.4	Calgary Operational Support								
	Operating Expense	1,804	-	1,804	-	-	1,804	1,574	230
	Equipment/Inventory Purchases	-	-	-	-	-	-	3	(3)
	Total Sub-program	26,018	-	26,018	-	-	26,018	24,056	1,962
2.3	**Edmonton Court Operations**								
2.3.1	Edmonton Court of Queen's Bench	7,224	-	7,224	-	-	7,224	7,260	(36)
2.3.2	Edmonton Provincial Court								
	Operating Expense	15,580	-	15,580	-	(1,200)	14,380	13,669	711
	Equipment/Inventory Purchases	-	-	-	-	1,200	1,200	38	1,162
2.3.3	Edmonton Family Mediation Services	1,134	-	1,134	-	-	1,134	1,117	17
2.3.4	Edmonton Operational Support	2,085	-	2,085	-	-	2,085	1,919	166
	Total Sub-program	26,023	-	26,023	-	-	26,023	24,003	2,020

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

Schedule 5 (continued)

(in thousands)

PROGRAM 2 - COURT SERVICES (continued)

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
2.4	**Regional Court Operations**								
2.4.1	Lethbridge Courts	$ 2,991	$ -	$ 2,991	$ -	$ -	$ 2,991	$ 3,358	$ (367)
2.4.2	Red Deer Courts	2,784	-	2,784	-	-	2,784	3,070	(286)
2.4.3	Grande Prairie Courts	1,246	-	1,246	-	-	1,246	1,279	(33)
2.4.4	Peace River Courts	916	-	916	-	-	916	836	80
2.4.5	Wetaskiwin Courts	973	-	973	-	-	973	1,053	(80)
2.4.6	Fort McMurray Courts	683	-	683	-	-	683	682	1
2.4.7	St. Paul Courts	1,488	-	1,488	-	-	1,488	1,593	(105)
2.4.8	Drumheller Courts	500	-	500	-	-	500	401	99
2.4.9	Medicine Hat Courts	1,096	-	1,096	-	-	1,096	1,258	(162)
2.4.10	Regional Provincial Courts	6,039	-	6,039	-	-	6,039	6,830	(791)
2.4.11	Regional Family Mediation Services	858	-	858	-	-	858	549	309
2.4.12	Regional Operational Support	1,269	-	1,269	-	-	1,269	1,218	51
	Total Sub-program	20,843	-	20,843	-	-	20,843	22,127	(1,284)
2.5	**Court of Appeal**								
2.5.1	Court of Appeal	3,256	-	3,256	-	-	3,256	3,247	9
	Total Sub-program	3,256	-	3,256	-	-	3,256	3,247	9
TOTAL PROGRAM		$ 109,377	$ -	$ 109,377	$ -	$ 3,489	$ 112,866	$ 113,974	$ (1,108)

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

Schedule 5 (continued)

(in thousands)

PROGRAM 3 - LEGAL SERVICES

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
3.0.1	Law Reform	$ 320	$ -	$ 320	$ -	$ -	$ 320	$ 320	$ -
3.0.2	Legislative Counsel	1,745	-	1,745	-	-	1,745	1,848	(103)
3.0.3	Civil Law								
	Operating Expense	19,945	-	19,945	-	-	19,945	18,926	1,019
	Equipment/Inventory Purchases	-	-	-	-	-	-	42	(42)
3.0.4	Criminal Justice	38,998	-	38,998	-	-	38,998	38,761	237
3.0.5	Maintenance Enforcement Office								
	Operating Expense	8,667	-	8,667	1,500	-	10,167	10,111	56
	Equipment/Inventory Purchases	1,750	-	1,750	-	-	1,750	1,491	259
3.0.6	Amortization of Tangible Capital Assets	7	-	7	-	-	7	14	(7)
TOTAL PROGRAM		$ 71,432	$ -	$ 71,432	$ 1,500	$ -	$ 72,932	$ 71,513	$ 1,419

(in thousands)

PROGRAM 4 - SUPPORT FOR LEGAL AID

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
4.0.1	Legal Aid Plan	$ 28,798	$ -	$ 28,798	$ -	$ -	$ 28,798	$ 28,798	$ -

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses – Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

Schedule 5 (continued)

(in thousands)

PROGRAM 5 - PUBLIC TRUSTEE

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
5.0.1	Public Trustee								
	Operating Expense	$ 8,688	$ -	$ 8,688	$ -	$ -	$ 8,688	$ 9,001	$ (313)
	Equipment/Inventory Purchases	-	-	-	-	-	-	34	(34)
TOTAL PROGRAM		$ 8,688	$ -	$ 8,688	$ -	$ -	$ 8,688	$ 9,035	$ (347)

(in thousands)

PROGRAM 6 - MEDICAL EXAMINER

	Program	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
6.0.1	Medical Examiner								
	Operating Expense	$ 5,003	$ -	$ 5,003	$ -	$ -	$ 5,003	$ 5,040	$ (37)
	Equipment/Inventory Purchases	-	-	-	-	-	-	412	(412)
6.0.2	Amortization of Tangible Capital Assets	129	-	129	-	-	129	127	2
TOTAL PROGRAM		$ 5,132	$ -	$ 5,132	$ -	$ -	$ 5,132	$ 5,579	$ (447)

Ministry of Justice
Schedule to Financial Statements
Comparison of Expenses - Directly Incurred, Equipment/Inventory Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget
Year Ended March 31, 2004

Schedule 5 (continued)

(in thousands)

STATUTORY PROGRAMS

Appropriation not voted by the Legislative Assembly pursuant to the Motor Vehicle Accident Claims Act

	2003-2004 Estimates	Adjustments (b)	2003-2004 Budget	Authorized Supplementary (c)	Treasury Board Authorized (a)	2003-2004 Authorized Budget	2003-2004 Actual (d)	Unexpended (Over Expended)
Motor Vehicle Accident Claims	$ 26,903	$ -	$ 26,903	$ -	$ -	$ 26,903	$ 25,721	$ 1,182
Valuation Adjustments	373	-	373	-	-	373	(6,307)	6,680
	$ 27,276	$ -	$ 27,276	$ -	$ -	$ 27,276	$ 19,414	$ 7,862

Ministry of Justice
Schedule to Financial Statements
Salary and Benefits Disclosure
Year Ended March 31, 2004

Schedule 6

	2004				2003
	Base Salary [(1)]	Other Cash Benefits [(2)]	Other Non Cash Benefits [(3)]	Total	Total
Deputy Minister (4)	$ 177,612	$ 34,679	$ 49,714	$ 262,005	$ 252,408
Assistant Deputy Minister, Legal Services	141,204	20,679	33,087	194,970	217,757
Assistant Deputy Minister, Court Services (5)	120,857	11,612	28,274	160,743	216,597
Assistant Deputy Minister, Criminal Justice	141,204	20,679	33,593	195,476	217,559
Assistant Deputy Minister, Strategic Services (6)	128,364	18,798	28,479	175,641	177,456
Executive Director, Human Resources (6)	101,186	17,725	27,114	146,025	138,707

Total salary and benefits relating to a position are disclosed.

(1) Base salary includes regular base pay.

(2) Other cash benefits includes bonuses, vacation payouts, overtime and lump sum payments.

(3) Other non-cash benefits include the government's share of all employee benefits and contributions or payments made on behalf of employees including pension, health care, dental coverage, group life insurance, short and long term disability plans, professional memberships and tuition fees.

(4) Automobile provided, no dollar amount included in benefits and allowances.

(5) The position was occupied by four individuals through the year.

(6) The incumbents' services are shared with the Ministry of the Solicitor General, which contributes its own share of the cost of salary and benefits. Full salary and benefits are disclosed in this Schedule.

Schedule 7

Ministry of Justice
Schedule to Financial Statements
Related Party Transactions
Year Ended March 31, 2004
(in thousands)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The Ministry had the following transactions with related parties recorded on the Statement of Operations and the Statement of Financial Position at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2004	2003
Expenses - Directly Incurred		
Alberta Corporate Service Centre	$ 10,911	$ 10,163
Information Technology	738	922
Vehicles (EVO/CVO)	17	16
Air Transportation	15	-
Parking	4	4
Queen's Printer	-	52
Finance - Statistics	-	2
	$ 11,685	$ 11,159

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements but are disclosed in Schedule 8.

	Other Entities		Entities in the Ministry	
	2004	2003	2004	2003
Revenues				
Legal Services	$ 16,047	$ 15,756	$ 3,626	$ 3,237
	$ 16,047	$ 15,756	$ 3,626	$ 3,237
Expenses - Indirectly Incurred				
Accommodation	$ 33,921	$ 35,610	$ -	$ -
Legal Services	-	-	3,626	3,237
	$ 33,921	$ 35,610	$ 3,626	$ 3,237

The Ministry receives services under contracts managed by the Ministry of Government Services, Alberta Corporate Service Centre (ACSC). Any commitments under these contracts are reported by ACSC.

Ministry of Justice
Schedule to Financial Statements
Allocated Costs
Year Ended March 31, 2004
(in thousands)

Schedule 8

	2004						2003
		Expenses -Incurred by Others		Valuation Adjustments (4)			
Program	Expenses (1)	Accomodation Costs (2)	Legal Services (3)	Vacation Pay	Doubtful Accounts	Total Expenses	Restated Total Expenses (Note 3)
Voted:							
Ministry Support Services	$ 12,090	$ 550	$ 1,701	$ 49	$ -	$ 14,390	$ 13,521
Court Services	112,892	27,784	240	882	1,449	143,247	130,199
Legal Services	69,980	3,335	(2,997)	761	-	71,079	65,596
Support for Legal Aid	28,798	41	-	-	-	28,839	28,230
Public Trustee	9,001	1,108	16	25	-	10,150	9,374
Medical Examiner	5,168	1,006	299	(20)	-	6,453	6,024
	237,929	33,824	(741)	1,697	1,449	274,158	252,944
Statutory:							
Motor Vehicle Accident Claims	25,721	97	741	44	391	26,994	26,516
	$ 263,650	$ 33,921	$ -	$ 1,741	$ 1,840	$ 301,152	$ 279,460

(1) Expenses-Directly Incurred as per Statement of Operations, excluding valuation adjustments. ($257,343 plus [9,888–(1,741 + 1,840)] = 263,650)
(2) Costs for Accommodation (includes grants in lieu of taxes) on Schedule 7, allocated by square footage.
(3) Cost shown for Legal Services on Schedule 7, estimated costs incurred by each program.
(4) Valuation Adjustments as per Statement of Operations. Employee Benefits and Doubtful Accounts were allocated as follows:
- Vacation Pay – allocated to the program by employee,
- Doubtful Accounts Provision – estimated allocation to program.

OTHER FINANCIAL

INFORMATION

2003/04

The Following Information is Unaudited

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Other Financial Information

Statement of Remissions, Compromises and Write-offs for the Year Ended March 31, 2004

The following statement of compromises and write-offs has been prepared pursuant to Section 23 of the *Financial Administration Act*. The statement includes all compromises and write-offs of the Ministry of Justice made or approved during the fiscal year.

	$ (000)
Remissions:	$ -
Compromises:	
Motor Vehicle Accident Claims	$ 125
Maintenance Enforcement Program	13
	$ 138
Write-offs:	
Motor Vehicle Accident Claims	$ 1,215
Fines	3,572
Late Payment Penalties	570
Abandoned and Seized Vehicles	268
Maintenance Enforcement Program	201
	$ 5,826
Total Remissions, Compromises and Write-offs	$ 5,964

Civil Law Legal Services Delivery - Current and Prior Year Comparison

Staff Providing Services

Civil Law provides legal and related strategic services to all government ministries. Civil Law maintains a time keeping system to enable its lawyers, paralegals and articling students to record and report the hours of legal services provided in total to each Ministry and their respective programs. In 2003/04 150 lawyers, paralegals and articling students recorded in excess of 163 thousand hours of provided legal services and in 2002/03 139 such staff recorded more than 154 thousand hours. The total hours of service to each Ministry is used as the basis to allocate legal services costs.

Cost of Legal Services

The costing methodology to estimate the costs for providing legal services for allocation to all client ministries includes the total cost of Civil Law less expenditures on contracted services and grants to third parties. A proportionate amount for support services provided by Strategic Services and Human Resource Services is included in the estimate. The estimate includes accommodation costs for office space in government owned or leased buildings as paid by and reported by the Ministry of Infrastructure and as well the estimate also includes all or part of salary and benefit costs for lawyers paid directly by client ministries. The estimated costs are allocated to each department based on the hours of service received. Justice, as a service provider, sends the legal services cost information to each Ministry for disclosure in the Related Party Transactions Schedule and the Allocated Costs Schedule to the financial statements of each ministry's annual report.

Client Satisfaction Rate

The percentage of clients who were more than satisfied to very satisfied with the legal services provided was 85 per cent in 2003/04 and 88 per cent in 2002/03. This performance measure is fully described under Goal 6 in this annual report.

Current and Prior Year Comparison

The table below summarizes the estimated cost of allocated legal services, the number of hours allocated, the average hourly cost and the client satisfaction rate.

Cost Estimates	2003/04	2002/03
Total Civil Law Costs	$18,925,598	$18,428,881
Deduct Contract Services & Grants	464,660	1,511,088
	$18,460,938	$16,917,793
Add Support Services	567,272	642,058
Accommodation	645,272	658,762
Client Cost for Lawyers	1,413,749	679,197
Total Legal Services Costs for Allocation	$21,105,231	$18,897,810
Number of Hours of Service Provided	163,318.1	154,335.6
Average Hourly Cost	$129.23	$122.45
Client Satisfaction Rate	85%	88%

Fine Activity and Violation Ticket Activity Information

Fine Activity Information

Federal and Provincial Statute Offences and Municipal Bylaw Offences

A management information report summarizes fine activity by the four major recipients entitled to the fines. The municipalities receive specific provincial statute offence fines and all municipal bylaw fines for offences occurring within municipal boundaries. The majority of municipal fine activity occurs in cities, towns, counties and municipal districts. The Alberta government receives fines for provincial statute offences occurring on primary highways and other specific provincial statute offences. The Alberta government receives any late payment penalties on overdue fines and some fines under the *Criminal Code of Canada*. The Victims of Crime Fund, administered by the Alberta Solicitor General, receives a 15 per cent surcharge on all provincial statute fines and a surcharge on selective federal statute offences. These surcharge revenues are used to fund victims programs in Alberta. The federal government receives fines for federal statute offences and selective fines under the *Criminal Code*.

The tables below summarize fines imposed, fine payments and uncollectible fines for the twelve months from April 2003 to March 2004 and for the twelve months from April 2002 to March 2003, by the recipient level of government. The final two tables summarize outstanding fines at March 31, 2004 and March 31, 2003, by the recipient level of government.

Fines Imposed - April 2003 to March 2004

Recipient	Number of Fines Imposed	Per Cent of Total Number	Dollar Value of Fines Imposed	Per Cent of Total Value
Municipalities	1,068,973	39.9%	$ 115,640,772	64.1%
Alberta Government	604,610	22.6%	43,012,328	23.8%
Victims of Crime Fund	1,004,939	37.5%	19,848,756	11.0%
Federal Government	1,614	0.1%	2,000,437	1.1%
Total	2,680,136	100.0%	$ 180,502,293	100.0%

Fines Imposed - April 2002 to March 2003

Recipient	Number of Fines Imposed	Per Cent of Total Number	Dollar Value of Fines Imposed	Per Cent of Total Value
Municipalities	1,156,104	40.3%	$ 92,657,228	61.5%
Alberta Government	615,418	21.4%	39,616,487	26.3%
Victims of Crime Fund	1,095,153	38.2%	16,366,869	10.9%
Federal Government	1,783	0.1%	2,133,980	1.3%
Total	2,868,458	100.0%	$ 150,774,564	100.0%

Fine Payments - April 2003 to March 2004

Recipient	Number of Fines Payments	Per Cent of Total Number	Dollar Value of Fines Payments	Per Cent of Total Value
Municipalities	1,018,906	39.8%	$ 91,786,255	65.5%
Alberta Government	582,653	22.7%	31,644,688	22.6%
Victims of Crime Fund	958,209	37.4%	15,430,495	11.0%
Federal Government	1,991	0.1%	1,368,177	1.0%
Total	2,561,759	100.0%	$140,229,615	100.0%

Fine Payments - April 2002 to March 2003

Recipient	Number of Fines Payments	Per Cent of Total Number	Dollar Value of Fines Payments	Per Cent of Total Value
Municipalities	1,101,747	40.1%	$ 78,766,703	64.1%
Alberta Government	595,352	21.7%	28,794,748	23.4%
Victims of Crime Fund	1,046,581	38.1%	13,072,454	10.6%
Federal Government	2,054	0.1%	2,225,852	1.9%
Total	2,745,734	100.0%	$122,859,757	100.0%

Uncollectible Fines - April 2003 to March 2004

Recipient	Number of Uncollectible Fines	Per Cent of Total Number	Dollar Value of Uncollectible Fines	Per Cent of Total Value
Municipalities	27,284	38.3%	$ 3,430,239	44.3%
Alberta Government	40,021	56.2%	4,142,336	53.5%
Victims of Crime Fund	3,917	5.5%	159,097	2.1%
Federal Government	47	0.1%	5,406	0.1%
Total	71,269	100.0%	$ 7,737,078	100.0%

Uncollectible Fines - October 2002 to March 2003

Recipient	Number of Uncollectible Fines	Per Cent of Total Number	Dollar Value of Uncollectible Fines	Per Cent of Total Value
Municipalities	23,132	38.2%	$ 2,613,980	43.9%
Alberta Government	33,904	56.0%	3,223,397	54.2%
Victims of Crime Fund	3,473	5.7%	140,745	2.4%
Federal Government	35	0.1%	(28,953)	-0.5%
Total	60,544	100.0%	$ 5,949,169	100.0%

Outstanding Fines - at March 2004

Recipient	Number of Outstanding Fines	Per Cent of Total Number	Dollar Value of Outstanding Fines	Per Cent of Total Value
Municipalities	502,235	42.7%	$ 75,249,280	56.5%
Alberta Government	632,107	53.8%	51,263,868	38.5%
Victims of Crime Fund	37,912	3.2%	2,302,836	1.7%
Federal Government	3,001	0.3%	4,430,730	3.3%
Total	1,175,255	100.0%	$133,246,714	100.0%

Outstanding Fines - at March 2003

Recipient	Number of Outstanding Fines	Per Cent of Total Number	Dollar Value of Outstanding Fines	Per Cent of Total Value
Municipalities	467,735	42.4%	$ 57,160,450	51.4%
Alberta Government	595,541	54.0%	48,264,051	43.4%
Victims of Crime Fund	36,724	3.3%	2,155,409	1.9%
Federal Government	2,623	0.3%	3,659,691	3.3%
Total	1,102,623	100.0%	$111,239,601	100.0%

Violation Ticket Activity Information

A management information report summarizes violation ticket activity by the province of residence for a vehicle driver/owner receiving a ticket in Alberta. A significant portion of Provincial Court resources is directed towards the handling and processing of all violation tickets for provincial statute offences issued in Alberta. The values summarized in the tables are inclusive of the fine and the provincial fine surcharge.

The tables below summarize violation tickets fines imposed, fine payments and uncollectible fines for the twelve months from April 2003 to March 2004 and for the twelve months from April 2002 to March 2003, by province of offender. The final two tables summarize outstanding fines at March 31, 2004 and March 31, 2003.

Violation Ticket Fines Imposed April 2003 to March 2004

Resident of	Number of Ticket Fines Imposed	Per Cent of Total Number	Dollar Value of Ticket Fines Imposed	Per Cent of Total Value
Alberta	1,129,391	96.9%	$143,521,567	96.0%
British Columbia	15,684	1.3%	2,492,094	1.7%
Saskatchewan	10,434	0.9%	1,667,861	1.1%
All Other	10,792	0.9%	1,746,134	1.2%
Total	1,166,301	100.0%	$149,427,656	100.0%

Violation Ticket Fines Imposed - October 2002 to March 2003

Resident of	Number of Ticket Fines Imposed	Per Cent of Total Number	Dollar Value of Ticket Fines Imposed	Per Cent of Total Value
Alberta	1,217,328	96.9%	$113,884,092	96.0%
British Columbia	16,248	1.3%	2,012,932	1.7%
Saskatchewan	10,491	0.8%	1,242,926	1.0%
All Other	12,130	1.0%	1,509,238	1.3%
Total	1,256,197	100.0%	$118,649,188	100.0%

Violation Tickets Paid - April 2003 to March 2004

Resident of	Number of Ticket Fines Imposed	Per Cent of Total Number	Dollar Value of Ticket Fines Imposed	Per Cent of Total Value
Alberta	1,093,579	97.9%	$125,111,391	97.4%
British Columbia	8,675	0.8%	1,309,270	1.0%
Saskatchewan	7,377	0.7%	1,086,145	0.8%
All Other	7,346	0.6%	1,060,926	0.8%
Total	1,116,977	100.0%	$128,567,732	100.0%

Violation Tickets Paid - April 2002 to March 2003

Resident of	Number of Ticket Fines Imposed	Per Cent of Total Number	Dollar Value of Ticket Fines Imposed	Per Cent of Total Value
Alberta	1,179,811	97.9%	$106,826,677	97.4%
British Columbia	9,118	0.8%	1,070,309	1.0%
Saskatchewan	7,839	0.7%	837,160	0.8%
All Other	8,574	0.6%	952,465	0.8%
Total	1,205,342	100.0%	$109,686,611	100.0%

Uncollectible Fines - April 2003 to March 2004

Resident of	Number of Uncollectible Fines	Per Cent of Total Number	Dollar Value of Uncollectible Fines	Per Cent of Total Value
Alberta	29,955	81.6%	$ 4,129,477	92.9%
British Columbia	239	0.7%	114,891	2.6%
Saskatchewan	141	0.4%	48,425	1.1%
All Other	6,364	17.3%	149,609	3.4%
Total	36,699	100.0%	$ 4,442,402	100.0%

Uncollectible Fines - April 2002 to March 2003

Resident of	Number of Uncollectible Fines	Per Cent of Total Number	Dollar Value of Uncollectible Fines	Per Cent of Total Value
Alberta	25,694	97.0%	$ 3,185,475	92.7%
British Columbia	230	0.9%	110,239	3.2%
Saskatchewan	120	0.5%	46,850	1.4%
All Other	453	1.6%	95,383	2.7%
Total	26,497	100.0%	$ 3,437,947	100.0%

Outstanding Fines - at March 31, 2004

Resident of	Number of Outstanding Fines	Per Cent of Total Number	Dollar Value of Outstanding Fines	Per Cent of Total Value
Alberta	514,089	89.6%	$ 89,947,798	90.8%
British Columbia	30,373	5.3%	4,581,119	4.6%
Saskatchewan	13,172	2.3%	2,022,266	2.0%
All Other	15,983	2.8%	2,560,913	2.6%
Total	573,617	100.0%	$ 99,112,096	100.0%

Outstanding Fines - at March 31, 2003

Resident of	Number of Outstanding Fines	Per Cent of Total Number	Dollar Value of Outstanding Fines	Per Cent of Total Value
Alberta	485,875	91.5%	$ 69,964,536	91.2%
British Columbia	22,837	4.3%	3,323,766	4.3%
Saskatchewan	9,799	1.8%	1,444,414	1.9%
All Other	12,591	2.4%	2,019,748	2.6%
Total	531,102	100.0%	$ 76,752,464	100.0%

Fine Collection Cost Estimates

Overview:

Costing methodologies have been developed to estimate the cost of collecting a provincial statute fine and the cost of collecting a federal statute (*Criminal Code* and other) fine. The estimated cost of collecting a provincial statute fine is related to the number of violation tickets received by all Provincial Court offices in Alberta. The estimated cost of collecting a federal statute fine is related to the approximate number of Fine Orders in all Provincial Court offices. The estimated costs are those incurred by Alberta Justice in Court Services, Criminal Justice and Strategic Services programs.

Estimated Cost of Collecting a Provincial Statute Fine - 2003/04 and 2002/03

There were 1.297 million violation tickets received by all Provincial Court offices in 2003/04 and 1.354 million in 2002/03. The major cost components for Court Services are the Calgary and Edmonton Provincial Traffic Courts, ticket processing costs in the Regional Provincial Courts and the cost of violation ticket printing and direct general and regional overhead expenditures. Criminal Justice costs include paralegal prosecutors and support staff and first appearance centres in Calgary and Edmonton. Strategic Services costs are for the operation and maintenance of the Justice Online Information Network (JOIN) system applicable to violation tickets and for postage and handling of the Notice of Conviction mail-outs.

The table below summarizes the provincial statute and municipal bylaw fine payments received and the cost for violation tickets received by all provincial courts.

		2003/04	2002/03
Total Provincial Statute and Municipal Bylaw Payments Received			
Provincial Acts - Fine and Surcharge		$114,456,367	$ 96,530,086
Municipal Bylaw		6,744,552	6,517,451
Late Payment Penalty		10,391,305	9,762,753
Total Violation Ticket Payments	A	$131,592,224	$112,810,290
Cost for Violation Tickets Received by All Courts			
Court Services and Criminal Justice		$ 15,435,084	$ 9,430,349
Strategic Services		3,417,030	3,126,385
Total Estimated Cost	B	$ 18,852,114	$ 12,556,734
Cost per Dollar Collected (B/A)		$ 0.14	$ 0.11

Estimated Cost of Collecting a Federal Statute Fine -2003/04 and 2002/03

There were approximately 50,108 Fine Orders in all Provincial Court offices in 2003/04 and 48,296 in 2002/03. The major cost components for Court Services are the salary and benefit costs of court staff and Provincial Court judges with associated supplies and services costs. Criminal Justice costs are primarily the salary and benefit costs of the Crown prosecutors. Strategic Services costs are for the operation and maintenance of the JOIN system applicable to criminal case tracking. Strategic Services also pays for the salary and other operating costs for the Fines Collection Unit who collect *Criminal Code* fines on behalf of all courts in the province.

The table below summarizes the federal statute fine payments received and the cost for all Fine Orders prepared by all Provincial Court offices.

Total Federal Statute Payments Received		2003/04	2002/03
Federal Acts - Fine and Surcharge	A	$8,580,317	$10,024,349
Cost for Fine Orders by All Courts			
Court Services and Criminal Justice		$18,523,635	$13,975,345
Strategic Services		959,547	941,296
Total Estimated Cost	B	$19,483,182	$14,916,641
Cost per Dollar Collected (B/A)		$ 2.28	$ 1.19

SUPPLEMENTRY MINISTRY

FINANCIAL INFORMATION

2003/04

Supplementary Ministry Financial Information
For the Year Ended March 31, 2004

Office of the Public Trustee Financial Statements

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Notice to Readers

These Office of the Public Trustee financial statements do not form part of the consolidated financial statements of the Ministry of Justice.

The balances relating to the Office of the Public Trustee as included in Note 10 of the Ministry's financial statements are based on the available information on April 28, 2004. Therefore they may not agree with the Office of the Public Trustee's financial statements, which include adjustments in the intervening period from April 28 to the finalization of financial statements.

AUDITOR
GENERAL
Alberta

Auditor's Report

To the Minister of Justice and Attorney General

I have audited the balance sheet of the Office of the Public Trustee, Estates and Trusts as at March 31, 2004, and the statements of changes to client assets, Common Fund operations, and Special Reserve Fund operations for the year then ended. These financial statements are the responsibility of the management of the Office of the Public Trustee. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the net assets held in trust by the Office of the Public Trustee, Estates and Trusts as at March 31, 2004, and the changes to client assets and the results of the Common Fund and Special Reserve Fund operations for the year then ended in accordance with Canadian generally accepted accounting principles.

Fred J Dunn FCA
Auditor General

Edmonton, Alberta
May 17, 2004

Office of the Public Trustee
Estates and Trusts
Balance Sheet as at March 31, 2004

($000)

	March 31 2004	March 31 2003
TRUST FUNDS UNDER ADMINISTRATION		
Bank Accounts (Note 5)	$ 5,121	$ 8,408
Common Fund Investments (Note 6)	356,040	348,759
Special Reserve Fund Investments (Note 7)	48,582	50,074
Accrued Investment Income	7,506	7,561
	417,249	414,802
CLIENT ASSETS		
Securities and Investments (Note 8)	37,224	33,195
Real Estate Holdings	19,297	20,231
Personal Property and Other Assets	5,356	5,618
Accounts Receivable	5,162	5,442
	67,039	64,486
	$ 484,288	$ 479,288
CLIENT LIABILITIES		
Accounts, Mortgages, and Notes Payable	$ 7,048	$ 8,122
Management Fee Payable (Note 10)	2,397	5,070
	9,445	13,192
NET ASSETS HELD IN TRUST	474,843	466,096
	$ 484,288	$ 479,288

The accompanying notes are an integral part of these financial statements.

Office of the Public Trustee
Estates and Trusts
Statement of Changes to Client Assets
For the year ended March 31, 2004

($000)

	March 31 2004	March 31 2003
SOURCE OF CLIENT ASSETS		
Pensions, Benefits and Settlements Received	$ 66,511	$ 62,349
Client Assets Acquired During the Year	21,763	28,065
Income Earned on Fund Investments (Note 9)	24,211	24,792
Other Client Funds Received	5,723	6,457
Income from Client Investments	1,930	1,339
TOTAL CLIENT ASSETS ACQUIRED	120,138	123,002
DISPOSITION OF CLIENT ASSETS		
Distributions to Beneficiaries	46,285	49,315
Payments for Care and Maintenance of Clients	39,776	41,247
Assets Released to Clients	14,917	14,759
Taxes Paid on Behalf of Clients	4,221	3,986
Administration Fees Paid to the Public Trustee (Note 10)	4,741	3,580
Common Fund Management Fee (Note 10)	612	600
Goods and Services Taxes Paid	556	295
Fund Operating Expenses	227	237
Assurance Payments to, or on Behalf of Clients (Note 4)	56	32
TOTAL DISPOSITIONS OF CLIENT ASSETS	111,391	114,051
INCREASE IN CLIENT ASSETS	8,747	8,951
NET ASSETS HELD FOR CLIENTS - BEGINNING OF YEAR	466,096	457,145
NET ASSETS HELD FOR CLIENTS - END OF YEAR	$ 474,843	$ 466,096

The accompanying notes are an integral part of these financial statements.

Office of the Public Trustee
Estates and Trusts
Common Fund Statement of Operations
For the year ended March 31, 2004

($000)

	March 31 2004	March 31 2003
REVENUE (Note 9)		
Revenue from investments	$ 21,244	$ 21,658
Interest from deposits	299	279
	21,543	21,937
EXPENSES		
CDIC insurance	$ 22	$ 22
Bank charges	26	29
Investment custody fees	64	74
General expenses	103	98
Management fees (Note 10)	612	600
Goods and Services taxes on management fees	43	42
	870	865
NET INCOME AVAILABLE FOR DISTRIBUTION	20,673	21,072
DISTRIBUTED TO BENEFICERIES DURING THE YEAR	23,696	24,664
OVER DISTRIBUTION FOR THE YEAR	(3,023)	(3,592)
TRANSFER FROM THE SPECIAL RESERVE FUND (Note 4)	3,023	3,592
NET CHANGE IN COMMON FUND	$ -	$ -

The accompanying notes are an integral part of these financial statements.

Office of the Public Trustee
Estates and Trusts
Special Reserve Fund Statement of Operations
For the year ended March 31, 2004

($000)

	March 31 2004	March 31 2003
REVENUE (Note 9)		
Revenue from investments	$ 2,618	$ 2,835
Interest from deposits	50	20
	2,668	2,855
EXPENSES		
Custody and other fees	12	14
Assurance payments to, or on behalf of clients (Note 4)	56	32
	68	46
NET INCOME	$ 2,600	$ 2,809
TRANSFER TO COMMON FUND (Note 4)	(3,023)	(3,592)
NET DECREASE IN SPECIAL RESERVE FUND	(423)	(783)
SPECIAL RESERVE FUND, BEGINNING OF YEAR	49,125	49,908
SPECIAL RESERVE FUND, END OF YEAR	48,702	49,125

The accompanying notes are an integral part of these financial statements.

Office of the Public Trustee
Estates and Trusts
Notes to the Financial Statements
March 31, 2004

(Tabular amounts in $000)

Note 1 Authority

The Public Trustee and Special Reserve Fund operate under the authority of the *Public Trustee Act*, Chapter P-44, Revised Statutes of Alberta 2000, as amended.

The Public Trustee provides access to social programs administered by Alberta Justice by protecting the financial interests of vulnerable Albertans through the administration of the estates of dependent adults, decedents and minors.

Note 2 Significant Accounting Policies and Reporting Practices

These financial statements have been prepared by management in accordance with Canadian generally accepted accounting principles. Because the precise determination of many assets, liabilities, revenue and expenses is dependent on future events, the preparation of financial statements for a period necessarily includes the use of estimates and approximations which have been made using careful judgement. In particular, the fair value of many assets is estimated at the time that the responsibility for the asset is assumed by the Office of the Public Trustee. Actual results could differ from those estimates. These financial statements have, in management's opinion, been properly prepared within reasonable limits of materiality and within the framework of the accounting principles summarized below.

(a) Reporting Entity

The Office of the Public Trustee is part of the Ministry of Justice and for which the Minister of Justice is accountable. These statements reflect the trust assets and related income and expenses, including administration fees charged by the Office of the Public Trustee to administer the trusts. The entire cost of operating the Office of the Public Trustee is paid by the Ministry of Justice and can be found in the financial statements of the Ministry.

(b) Fund Investments

Common and special reserve fund investments consist primarily of bonds and are recorded at cost. Investment income is accrued as earned. Purchase price premiums or discounts are amortized on a straight-line basis over the remaining term of the bond.

(c) Securities and Investments

Securities and investments held for individuals outside the common and special reserve fund consist primarily of bonds, annuities, shares, RRSP, terms deposits, Guaranteed Investment Certificates and other investments. These investments are recorded at their market value at the time the Office of the Public Trustee assumes responsibility for the investment.

Where a market value for an investment is not readily available, the investment is recorded at a nominal value of $1 for accountability purposes. The carrying value of the investment is adjusted to market value if one subsequently becomes available.

(d) Real Estate Holdings

Real estate holdings are recorded at market value at the time the Office of the Public Trustee assumes responsibility for the property.

Where a market value for property is not readily available, for example foreign property, the property is recorded at a nominal value of $1 for accountability purposes. The carrying value of the property will be adjusted to fair value if one subsequently becomes available.

(e) Personal Property and Other Assets

Personal property and other assets are recorded at their value at the time the Office of the Public Trustee assumes responsibility for the assets.

Where no valuation is available, the asset is recorded at a nominal value of $1 for accountability purposes. The carrying value of the asset will be adjusted if one subsequently becomes available.

(f) Accounts Receivable

Accounts receivable include pension and other benefits, life insurance policies, mortgages, leases and other miscellaneous receivables.

Pension plans and other benefits where there is a guaranteed minimum payment are recorded at net present value. Plans where there is no residual value are recorded at a nominal value of $1.

Life insurance policies that carry a cash surrender value are stated at cash surrender value. Policies that do not carry a cash surrender value are recorded at a nominal value of $1.

All other receivables are recorded at their face value.

(g) Accounts, Mortgages and Loans Payable

Accounts, mortgages and loans payable represent encumbrances of client assets that are payable to independent third parties. These client obligations are settled as client resources become available. In some cases, a client's liabilities exceed the stated value of their assets. These items are included as accounts payable and are paid as the resources of the client become available to do so.

(h) Administration Fees

Pursuant to section 25(4)(b) of the *Public Trustee Act*, the Lieutenant Governor in Council may prescribe fees for the management of the common fund.

Administration fees on trust funds for dependent adults are charged and collected annually on the trust's anniversary date. Fees are accrued for the period from the anniversary date to the balance sheet date. Administration fees on official gaurdian trust accounts and decendent estates are not charged until the trust or estate is settled. Due to the uncertainty with respect to the ultimate amount that will be charged, no provision is made for these fees until the amount becomes known.

Note 3 Financial Instruments

The Office of the Public Trustee as part of its operations holds a number of financial instruments in trust. Unless otherwise noted, it is management's opinion that the estates and trusts are not exposed to significant interest, currency or credit risks arising from these financial instruments. The fair values of these financial instruments approximate their carrying values unless otherwise noted.

Note 4 Estates' and Beneficiaries' Trust Accounts

Certain money held by the Public Trustee on behalf of its clients is invested in a common fund to provide a competitive rate of return for clients.

Under the authority of the *Public Trustee Act*, investment earnings of the common fund in excess of the amount of regulated interest payable to estates and trusts are transferred into the special reserve fund. When investment earnings of the common fund are not sufficient to meet interest obligations set by Regulation, the deficiency is transferred from the special reserve fund to the common fund. During the year, $3,023,000 was transferred from the Special Reserve Fund to the Common Fund, the amount by which the interest paid to clients exceeded the earnings of the Common Fund.

Under section 28(4) of the *Public Trustee Act*, the Public Trustee and Deputy Provincial Treasurer jointly hold the special reserve fund. Its purposes are to:

- Act as an assurance fund to compensate clients for errors and omissions of the Public Trustee (section 28(11)).
- Make up deficiencies in common fund earnings (section 28(3)(a)).
- Fund any deficiency between the realized value of common fund investments and the total of client trust funds on deposit (section 28(3)(b)).

The investment held in the common and special reserve funds are to comply with certain limits established under the *Public Trustee Act*.

Note 5 Bank Accounts

Bank accounts include deposits in the Consolidated Cash Investment Trust Fund (CCITF) of the Province of Alberta. Alberta Finance manages CCITF with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high quality short-term and mid-term fixed income securities with a maximum term of maturity of three years. Interest is earned on the daily cash balance at the average rate of CCITF's earnings, which varies depending on prevailing market interest rates. Due to the short-term nature of these deposits, the carrying value approximates fair value.

Note 6 Common Fund Investments

Common fund investments consist of fixed term securities. These investments have the following rates and maturity dates:

	2004	2003
Government of Canada		
0 to 5 years, bearing interest at 6% to 10.5% (2003 - 6.5% to 10.5%)	$ 21,022	$ 40,075
Over 5 years, bearing interest at 4.2% to 10.75% (2003 - 5.5% to 10.75%)	10,232	8,799
	31,254	48,874
Province of Alberta		
0 to 5 years, bearing interest at 7.5% (2003 - 5.85%)	3,507	3,512
Over 5 years, bearing interest at 4.5% to 5.85% (2003 - 7.5%)	12,594	4,185
	16,101	7,697
Other Provinces		
0 to 5 years, bearing interest at 5.25% to 9.4% (2003 - 5.25% to 9.4%)	123,413	50,159
Over 5 years, bearing interest at 4.75% to 7.5% (2003 - 5.25% to 7.5%)	131,891	190,113
	255,304	240,272
Municipal		
Over 5 years, bearing interest at 5.85% to 6.25% (2003 - 5.85% to 6.25%)	6,161	6,184
Corporations		
0 to 5 years, bearing interest at 5.96% to 6.5% (2003 - 6.5% to 8.85%)	23,705	2,711
Over 5 years, bearing interest at 3.96% to 6.9% (2003 - 5.65% to 6.9%)	18,515	38,021
	42,220	40,732
ATB Financial		
0 to 5 years, bearing interest at 5% (2003 - 5.34%)	5,000	5,000
Total	$ 356,040	$ 348,759
Market Value	$ 388,694	$ 368,404

Note 7 Special Reserve Fund Investments

Special reserve fund investments consist of fixed term securities. These investments have the following interest rates and maturity dates:

	2004	2003
Government of Canada		
0 to 5 years, bearing interest at 3.7% to 10.5% (2003 - 5% to 10.5%)	$ 13,564	$ 12,568
Province of Alberta		
0 to 5 years, bearing interest at 6.4% (2003 - 6.4%)	1,464	1,464
Other Provinces		
0 to 5 years, bearing interest at 4.9% to 9% (2003 - 4.9% to 9%)	25,925	22,476
Over 5 years, bearing interest at 4.75% to 5.25% (2003 - 5.25% to 6%)	7,096	13,033
	33,021	35,509
Municipal		
Over 5 years, bearing interest at 5.75% (2003 - 5.75%)	533	533
Total	$ 48,582	$ 50,074
Market Value	$ 51,216	$ 51,987

Note 8 Client Assets - Securities and investments

Estate securities consist of:

	2004	2003
Term and RRSP Deposits	$ 5,140	$ 4,937
Government of Canada Bonds	970	685
Provincial Issues	5	25
Shares and Other Securities	31,109	27,548
	$ 37,224	$ 33,195

Due to the numerous unique client investments, it is not practical to determine market value or disclose rates of return on these investments.

Note 9 Investment Income

Investment Income has been allocated between the common and special reserve fund as follows:

	2004	2003
Common Investment Fund	$ 21,543	$ 21,937
Special Reserve Fund	2,668	2,855
	$24,211	$ 24,792

Note 10 Related Party Transactions

At the end of the year, the amounts due to related parties are as follows:

	2004	2003
Minister of Finance Loan	$ 224	$ 224
Alberta Justice fees	2,173	4,846
	$ 2,397	$ 5,070

The following table summarizes the related party transactions with Alberta Justice for the year:

	2004	2003
Administration fees	$ 4,741	$ 8,314
Common fund management fees	612	600
	$ 5,353	$ 8,914

Note 11 Contingent Liabilities

Section 28(11) of the *Public Trustee Act* provides that payment of claims against the Public Trustee for irrecoverable loss or damages as a result of an act or omission of the Public Trustee in the performance of his duties may be made from the special reserve fund.

Claims against the Public Trustee, which had not been resolved as at March 31, 2004 amounted to $12,919,000 (2003-$14,679,771) excluding interest. No provision has been made for these unresolved claims, as the ultimate outcome cannot be predicted.

Note 12 Statement of Cash-flows

A statement of cash-flows has not been included in these financial statements as the cash flow information in readily apparent from the other statements included.

Note 13 Comparitive Figures

Certain comparitive figures have been reclassified to conform to the current year's presentation.

Note 14 Approval of Financial Statements

The Deputy Minister of Justice and Attorney General and the Public Trustee approved these financial statements.

Alphabetical List Of Entities' Financial Statements In Ministry 2003-04 Annual Reports

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	*Ministry Annual Report*
Agriculture Financial Services Corporation[1]	Agriculture, Food and Rural Development
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Capital Finance Authority	Finance
Alberta Dairy Control Board[2]	Agriculture, Food and Rural Development
Alberta Energy and Utilities Board	Energy
Alberta Foundation for the Arts	Community Development
Alberta Gaming and Liquor Commission	Gaming
Alberta Government Telephones Commission	Finance
Alberta Heritage Foundation for Medical Research Endowment Fund	Revenue
Alberta Heritage Savings Trust Fund	Revenue
Alberta Heritage Scholarship Fund	Revenue
Alberta Heritage Science and Engineering Research Endowment Fund	Revenue
Alberta Historical Resources Foundation	Community Development
Alberta Insurance Council	Finance
Alberta Pensions Administration Corporation	Finance
Alberta Petroleum Marketing Commission	Energy
Alberta Research Council Inc.	Innovation and Science
Alberta Risk Management Fund	Revenue
Alberta School Foundation Fund	Learning
Alberta Science and Research Authority	Innovation and Science
Alberta Securities Commission	Revenue
Alberta Social Housing Corporation	Seniors
Alberta Sport, Recreation, Parks and Wildlife Foundation	Community Development
Alberta Treasury Branches	Finance
ATB Investment Services Inc.	Finance
Child and Family Services Authorities:	Children's Services
Calgary and Area Child and Family Services Authority	
Central Alberta Child and Family Services Authority	
East Central Alberta Child and Family Services Authority	
Edmonton and Area Child and Family Services Authority	
North Central Alberta Child and Family Services Authority	
Northeast Alberta Child and Family Services Authority	
Northwest Alberta Child and Family Services Authority	
Southeast Alberta Child and Family Services Authority	
Southwest Alberta Child and Family Services Authority	
Metis Settlements Child and Family Services Authority	
Credit Union Deposit Guarantee Corporation	Finance
Crop Reinsurance Fund of Alberta[1]	Agriculture, Food and Rural Development
Department of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Department of Children's Services	Children's Services
Department of Community Development	Community Development
Department of Energy	Energy
Department of Finance	Finance
Department of Gaming	Gaming
Department of Health and Wellness	Health and Wellness

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[1] The Crop Reinsurance Fund of Alberta was merged into the Agriculture Financial Services Corporation, effective April 1, 2003.

[2] Dissolved August 1, 2003

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	*Ministry Annual Report*
Department of Innovation and Science	Innovation and Science
Department of Learning	Learning
Department of Revenue	Revenue
Department of Seniors	Seniors
Department of Solicitor General	Solicitor General
Department of Sustainable Resource Development	Sustainable Resource Development
Environmental Protection and Enhancement Fund	Sustainable Resource Development
Gainers Inc.	Finance
Government House Foundation	Community Development
Historic Resources Fund	Community Development
Human Rights, Citizenship and Multiculturalism Education Fund	Community Development
iCORE Inc.	Innovation and Science
Lottery Fund	Gaming
Ministry of Aboriginal Affairs and Northern Development[3]	Aboriginal Affairs and Northern Development
Ministry of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Ministry of Children's Services	Children's Services
Ministry of Community Development	Community Development
Ministry of Economic Development[3]	Economic Development
Ministry of Energy	Energy
Ministry of Environment[3]	Environment
Ministry of Finance	Finance
Ministry of Executive Council[3]	Executive Council
Ministry of Gaming	Gaming
Ministry of Government Services[3]	Government Services
Ministry of Health and Wellness	Health and Wellness
Ministry of Human Resources and Employment[3]	Human Resources and Employment
Ministry of Infrastructure[3]	Infrastructure
Ministry of Innovation and Science	Innovation and Science
Ministry of International and Intergovernmental Relations[3]	International and Intergovernmental Relations
Ministry of Justice[3]	Justice
Ministry of Learning	Learning
Ministry of Municipal Affairs[3]	Municipal Affairs
Ministry of Revenue	Revenue
Ministry of Seniors	Seniors
Ministry of Solicitor General	Solicitor General
Ministry of Sustainable Resource Development	Sustainable Resource Development
Ministry of Transportation[3]	Transportation
N.A. Properties (1994) Ltd.	Finance
Natural Resources Conservation Board	Sustainable Resource Development
Persons with Developmental Disabilities Boards:	Community Development
Calgary Region Community Board	
Central Region Community Board	
Edmonton Region Community Board	
Northeast Region Community Board	
Northwest Region Community Board	
Provincial Board	
South Region Community Board	

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[3] Ministry includes only the departments so separate department financial statements are not necessary.

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	*Ministry Annual Report*
Provincial Judges and Masters in Chambers Reserve Fund	Finance
Supplementary Retirement Plan Reserve Fund	Finance
Victims of Crime Fund	Solicitor General
Wild Rose Foundation	Community Development

ENTITIES NOT INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Fund or Agency	*Ministry Annual Report*
Alberta Cancer Board	Health and Wellness
Alberta Foundation for Health Research	Innovation and Science
Alberta Heritage Foundation for Medical Research	Innovation and Science
Alberta Heritage Foundation for Science and Engineering Research	Innovation and Science
Alberta Mental Health Board	Health and Wellness
Alberta Teachers' Retirement Fund Board	Learning
Improvement Districts' Trust Account	Municipal Affairs
Local Authorities Pension Plan	Finance
Long-Term Disability Income Continuance Plan - Bargaining Unit	Human Resources and Employment
Long-Term Disability Income Continuance Plan - Management, Opted Out and Excluded	Human Resources and Employment
Management Employees Pension Plan	Finance
Provincial Judges and Masters in Chambers Pension Plan	Finance
Public Post Secondary Institutions	Learning
Public Service Management (Closed Membership) Pension Plan	Finance
Public Service Pension Plan	Finance
Regional Health Authorities	Health and Wellness
School Boards	Learning
Special Areas Trust Account	Municipal Affairs
Special Forces Pension Plan	Finance
Supplementary Retirement Plan for Provincial Judges and Masters in Chambers	Finance
Supplementary Retirement Plan for Public Service Managers	Finance
Workers' Compensation Board	Human Resources and Employment